

## COMPLAINT PROCEDURE FOR ALL COMPLAINTS

### Stage One

All complaints should, in the first instance, be directed to Amity Estates Ltd, 66 Brownhill Road, London, SE6 2EW, 0208 314 1411, [info@amityestates.co.uk](mailto:info@amityestates.co.uk). We will send you written acknowledgement of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. We will then investigate your complaint; this will normally be dealt with by a senior member of staff and a formal written outcome of our investigation will be sent to you within 15 working days.



### Stage Two

If you remain dissatisfied, you should contact us again in writing to ask for a separate review by the Director. Upon receiving the request, The Director will provide you with our final viewpoint within a further 15 working days.



### Stage Three

If you are still not satisfied after the last stage of our in-house complaints procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge:

**The Property Ombudsman**

**Milford House**

**43-45 Milford Street**

**Salisbury**

**Wiltshire SP1 2BP**

**01722 333 306**

**[admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

**[www.tpos.co.uk](http://www.tpos.co.uk)**

We are members of The Property Ombudsman for Sales, Lettings and Management. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.