



Stanfords

Estate Agents

Stanfords Estates – Complaints Procedure

Information for Customers

Stanford Estates is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with in writing. He or she will endeavour to resolve your complaint within 24 hours, and no later than three working days of the first notification.

Stage Two - Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to Michael Blencowe, 30-31 North Street, Brighton, East Sussex, BN1 1EB. You must write to him within one month of receiving the Branch response. He will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three - The Property Ombudsman

In the event that the final review as detailed above still fails to satisfy your complaint or we fail to deal with matters promptly or do not comply with our complaints procedure within 8 weeks from the date we receive your written notification, then you are at liberty to have the matter referred to The Property Ombudsman. Details of how to do this are contained within the final viewpoint letter, the Property Ombudsman Consumer Guide or online at <http://www.tpos.co.uk> Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure has been completed