



EDMONTON ESTATES LTD

LANDLORD FOCUSED  
LETTINGS & PROPERTY MANAGEMENT SPECIALIST

## COMPLAINTS PROCEDURE

All complaints, no matter how small will be handled promptly, sensitively, and efficiently. In most cases your complaint can be dealt with immediately.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

### How to make a complaint

**You can make a complaint by either:**

- Writing us a letter. This should be mailed (or hand delivered) to our office address of; 4 Gaywood Court, Wootton Road, King's Lynn, Norfolk, PE30 4EX.
- Sending us an email to [info@edmontonestates.co.uk](mailto:info@edmontonestates.co.uk) with the heading "**Complaint**" and the relevant property address if applicable.

**After receiving your complaint:**

- We will send you written acknowledgment 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 one of the senior member team member who will review your file and speak to the team member who dealt with you at the point that you felt a service failing had occurred. A formal written outcome of our investigation will be sent to you within 10 working days of receipt of the original complaint.

- If, at this stage, you are still not satisfied, you should contact us again detailing the areas of your complaint that you feel remain unresolved and we will arrange for a further review to take place by one of the company directors.
- We will write to you within 10 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (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 contact details for The Property Ombudsman are:**

**The Property Ombudsman**

**Tel: 01722 333306**

**Fax: 01722 332296**

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

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

**Complaints: <https://selfserve.tpos.co.uk/>**

Please be aware that you will need to submit your complaint to The Property Ombudsman within 12 months from the date of receiving our firm's final viewpoint on your complaint, and you must include any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.