



RESIDENTIAL SALES
LETTINGS & MANAGEMENT

SHAKESPEARE HOUSE, 10 WESTOW STREET
CRYSTAL PALACE, LONDON SE19 3AH
TEL: 020 8653 4040 FAX: 020 8653 2288
E.MAIL: PROPERTIES@CONRADFOX.CO.UK

CUSTOMER COMPLAINTS HANDLING PROCEDURE

Conrad Fox Estate Agents aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to the person with whom you have a grievance at Conrad Fox at the address below.

Conrad Fox Estate Agents
Shakespeare House
10 Westow Street
Upper Norwood
London SE19 3AH

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established "in-house" procedures. A formal written outcome of the complainant will be sent to you within 15 working days. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.

If the complainant is dissatisfied with the result of the internal investigation, please then refer your grievance to Martin Caulfield, Branch Manager at:

Conrad Fox Estate Agents
Shakespeare House
10 Westow Street
Upper Norwood
London SE19 3AH

Following the conclusion of our in-house review we will write to you with a final written statement within fourteen days.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to:

The Ombudsman for Estate Agents
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333306
www.tpos.co.uk
admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of 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.