

IN-HOUSE COMPLAINTS PROCEDURE

Process and Timescales

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Stage 1: Your Complaint

Please put your complaint in writing, either by letter or email, using the details below:

By post:

Pineflat Limited
124 City Road
London EC1V 2NX

By email:

stagarroso@pineflat.co.uk

Please provide as much detail as possible, including the issues you would like us to consider, relevant dates, the names of any members of staff you have dealt with, and any supporting evidence or documents you wish to provide.

Stage 2: Our Acknowledgement

Your complaint will be acknowledged, and we will start our in-house complaints process within 3 working days of receiving your complaint.

Stage 3: Our Investigation

Your complaint will be investigated, and Pineflat Limited will provide a formal written response addressing the specific points raised and proposing a resolution, where appropriate, within 15 working days of receiving your complaint.

Stage 4: Our Final Investigation

If you remain dissatisfied following our response, you may ask us to review your complaint further. The matter will be reviewed by a senior member of staff, who will provide a written response setting out Pineflat Limited's final position and, where appropriate, proposing a resolution.

We will write to you within 15 working days of receiving your request for a review, confirming our final position on the matter.

Stage 5: The Property Ombudsman

If you remain dissatisfied after receiving our final response, you may refer your complaint to The Property Ombudsman for an independent review, free of charge. You may also do so if more than 8 weeks have passed since you first made your complaint.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Telephone: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk



Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

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