

## **IN-HOUSE COMPLAINTS PROCEDURE**

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).

We have appointed John Naylor MRICS who can be contacted on 0208766 0123 or in writing at [jan@hnfproperty.com](mailto:jan@hnfproperty.com) / Raworth House, 36 Sydenham Road, Croydon, Surrey, CR0 2EF to deal with complaints.

What will happen next?

- If you have initially made your complaint verbally, whether face to face or on the phone, please also make it in writing FAO John Naylor. Mr Naylor will send you a letter acknowledging receipt of your complaint within seven working days of receiving it, enclosing a copy of this procedure. At this stage we will give you our understanding of your case. You will be invited to make any further comments that you may have in relation to this.
- We will then investigate your complaint. This will normally be dealt with by the Office Manager or John Naylor, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 21 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you remain dissatisfied, you can then contact Surveyors Arbitration Scheme if it falls within the scope of the Scheme. This Scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services or you can contact The Property Ombudsman to request an independent review:

**The Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London, WC1A 2LP**

**The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP**  
**Tel: 01722 333 306 | [www.tpos.co.uk](http://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 complaints procedure, before being submitted for an independent review.