



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 to:

Stage 1

Homecare Estates
3 Ross Parade
Wallington
Surrey, SM6 8QG

Email: info@homecareestates.co.uk

The grievance letter will be acknowledged promptly, investigated in accordance with established “in-house” procedures and a reply will be sent to you within five working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Stage 2

If you remain dissatisfied, please direct your complaint to

Mr Simon Capanda at the following address:

Homecare Estates
3 Ross Parade
Wallington
Surrey, SM6 8QG

Email: simon@homecareestates.co.uk

The grievance letter will be acknowledged within three working days, investigated in accordance with established “in-house” procedures and a reply will be sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Stage 3

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury

Wiltshire SP1 2BP

01722 333 306; admin@tpos.co.uk;

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.