

GARTON JONES

Complaints Procedure

We aim to deal with any complaint in a timely and fair manner in order to achieve a quick and satisfactory resolution. Where possible, we will always try to deal with any issues or concerns at branch level.

When dealing with your complaint we will follow our procedure, outlined below.

1. Any complaint relating to a member of the Garton Jones team should be directed to the relevant department manager for that individual. For our Westminster office please email your complaint to Michaela Garton, she can be contacted on michaela@gartonjones.com, for the 9 Albert Embankment/Nine Elms branch please email your complaint to Joe Chalker, he can be contacted on joe@gartonjones.com, for the Grosvenor Waterside/Chelsea branch please email your complaint to Ruth Osatch, she can be contacted on ruth@gartonjones.com and for the Chelsea Creek/Fulham branch please email your complaint to Paul Cook, he can be contacted on paul@gartonjones.com Any complaint relating to property management for all branches should be emailed to Wayne@gartonjones.com

Alternatively, you can write to us at **Complaints, Garton Jones Estate Agents, 49 Marsham Street, London SW1P 3DP**. Complaints made in writing by post or by email will be acknowledged within 3 working days of their receipt. The Head of Sales & Lettings for the relevant branch will aim to resolve your complaint immediately, and no later than 5 working days from receipt of the complaint.

2. If you are still not satisfied 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 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 that you must refer the complaint to TPOS within 12 months of receiving the final outcome letter from Garton Jones.