

Stephen J Woodward Limited trading as

WOODWARD ESTATE AGENTS

The Old Fire Station, 90 High Street, Harrow on the Hill, Middlesex, HA1 3LP

STANDARD PROCEDURE FOR COMPLAINT HANDLING

We endeavour to provide a professional service of the highest standard at all times. However, in the event of a complaint the matter will be dealt with as detailed below.

1. The person below has been appointed to deal with complaints in this office, and you should not hesitate to contact him in writing if you have a grievance.

Stephen Woodward (Director)

The Old Fire Station, 90 High Street, Harrow on the Hill, HA1 3LP

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will acknowledge this within three* working days and agree to send a formal written outcome of our investigation to you within fifteen* working days. This will be called a "final viewpoint letter".
4. We will also correspond with any properly appointed representative who acts on your behalf.
5. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, telephone 01722 333306, web www.tpos.co.uk, from whom details of the Scheme may be obtained. Any such referral by you must be made within twelve months of our final written statement in 3 above.

** Please note the above response times remain subject to such undetermined factors as staff illness and pre-arranged leave. Should a longer period be needed we will notify you in writing with an explanation and indication of timescale.*