

## **GREENWOOD RESIDENTIAL SALES AND LETTINGS IN-HOUSE CUSTOMER COMPLAINTS HANDLING PROCEDURE**

At Greenwood Residential we are committed to providing a professional service to all our clients and customers. When something goes wrong, we appreciate you letting us know about it so that we can resolve the issue and ensure it does not happen again. If you feel strongly about an issue and wish to make a formal complaint, then please follow the stages below.

### **Deposits**

If your complaint is regarding your Deposit, you should discuss it by phone or email with our Property Manager who will liaise with your landlord to try and negotiate an agreed settlement. If you cannot agree then you should refer to the Deposit Protection Services, who your deposit has been registered with, to seek their advice or opt to use the Dispute Resolution Service. Guidance on how to seek DR is available on the DPS website a copy of this can be obtained here; <https://www.depositprotection.com/im-an-agent/id-like-to-know-more-about-disputes/>

### **Stage 1.**

For any complaints, if you are unable to resolve the issue informally or by phone, please write to the member of staff who dealt with you, and caused the issue, or to the manager, so that he or she has the chance to put things right. In your letter or email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

Your complaint will be acknowledged within three working days of receipt and you should get a response and an explanation back answering your complaint within 15 working days.

### **Stage 2**

If you are not satisfied with the initial Stage 1 response to the complaint, then you can write to Greenwood and ask for your complaint and the response to be reviewed by our owner: Peter Greenwood. Please write to him rather than email to the following address:

**Greenwoods Residential,  
129 Richmond Road,  
Kingston Upon Thames,  
Surrey, KT2 5BZ**

In your letter, please give him all the details of your complaint and forward any previous stage1 response and he will conduct an internal investigation. On completion he may write back to you and ask for some additional information/comments before finally sending you a report on the complaint which is called a 'final viewpoint' from Greenwood.

You can expect an acknowledgement of your new request within three working days of receipt and a response within 15 working days. We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require slightly longer to investigate. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply or final viewpoint can be expected.

If you remain dissatisfied, with our final viewpoint then you can contact The Property Ombudsman sending a copy of our final viewpoint and request an independent review:

**The Property Ombudsman Ltd**  
**Milford House, 43-45 Milford Street**  
**Salisbury**  
**Wiltshire, SP1 2BP**  
**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 be addressed through this in-house complaints' procedure first, before being submitted for an independent review please see: <https://www.tpos.co.uk/members/faq-s#q1>

For further information please contact:

[peter@greenwoodsresidential.co.uk](mailto:peter@greenwoodsresidential.co.uk),  
Phone: 0208 239 0535.