

## **In House Complaints Procedure**

### **Bromley**

Edmund (Park Langley) Limited is a member of the Property Ombudsman Scheme and as such aims to provide the highest standards of service to all our customers. This is to ensure that your interests are safeguarded and that a complaints procedure is in place.

The aim of this process is to resolve any issues or concerns as quickly as possible.

All complaints should, in the first instance, be directed to Andrew Lidstone who is the Manager working in the Bromley office. His email address is: [alidstone@edmund.co.uk](mailto:alidstone@edmund.co.uk)

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by Kevin Freese, [kfreese@edmund.co.uk](mailto:kfreese@edmund.co.uk), director of Edmund (Park Langley) Limited, and they will respond within 15 working days of receipt of your complaint.

In the event that, if the final review as detailed above, still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Property Ombudsman. We will submit our file to them upon request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly, or do not comply with our in-house complaint's procedure within 8 weeks from the date we receive your written notification.

Complaints referred to the Ombudsman must be done within 12 months.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire. SP1 2BP

Telephone number: 01722 335458

Website: [www.tpos.co.uk](http://www.tpos.co.uk)