



CITY LORD LTD

IN-HOUSE COMPLAINTS PROCEDURE

City Lord Ltd prides itself on being able to fulfil customer expectations and meet their needs. Whilst it is always our desire to achieve this, should there be a concern from our client we would always wish to be able to resolve it quickly and be given the opportunity to demonstrate our commitment to quality customer service. To do this, and engender an approach within our business of ownership and responsibility by all of our team for the service provided to our customer, we apply the following approach to any customer complaint/concern:

1. Please refer all complaints initially to the Department that they relate to. (Lettings/Sales/Management/Accounts). Presenting your complaint directly to the party you have been liaising with.

Whilst we would anticipate that this party will have been able to resolve your issue at this stage, should you not receive a satisfactory response or resolution to your problem:

2. Please refer the complaint to our Customer Services Department – info@citylord.co.uk

Once the complaint is received at Customer Services, the matter will be acknowledged and investigated. A full response will be received from the appropriate City Lord Ltd representative within 15 working days.

3. Upon receipt of their response if this is not satisfactory, please advise Customer Services and the matter will be referred for a review. A full and final response from a senior member of the management team will be received with 15 working days on behalf of City Lord Ltd. This will be confirming our final viewpoint on the matter.

4. If you remain dissatisfied, you can then contact The Property Ombudsman to 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

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.