

Complaints Procedure

Noahs is a voluntary member of The Property Ombudsman scheme (TPOS) for lettings, and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place for lettings.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases, we hope that any issues can be resolved quickly and amicably to customers' satisfaction at Manager level.

Stage One - Letting Manager

Complaints should, in the first instance, be directed to the local Manager you have been dealing with. They will endeavor to liaise with you quickly and resolve your complaint immediately, no later than 3 working days from first notification.

Stage Two - General Manager

Should the Lettings Manager not be able to resolve your complaint to your satisfaction, you can refer the matter to the General Manager who will respond within 3 working days from receipt.

Stage Three - Director

If, after your response from the General Manager, you remain dissatisfied, you may address your concerns, in writing, to the Director. Once received your letter will be acknowledged within 24 hours, (excluding weekends and public holidays), and you will receive a response within 15 working days from receipt of your letter. If longer is required, the complainant will be notified in writing with an explanation and indication of timescale.

The address to write to is:

Jacob Zaccharia
GU4.12, Grand Union Studios
332 Ladbroke Grove
London
W10 5AD

Or email: Jacob@noahslondon.com

Stage Four - The Property Ombudsman

Once the internal Noahs complaints procedure is exhausted, which includes receiving a Final Viewpoint letter from the Director, you may approach the ombudsman.

For your information

- You must make your complaint to the Property Ombudsman within 12 months of the date of our Final Viewpoint letter.
- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter

The Property Ombudsman contact details.

Complaint Enquiries - 01772 333 306

Email - admin@tpos.co.uk

Address - The Property Ombudsman Ltd, Millford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP