

Langford In-House Complaints Handling Procedures

Here at Langford we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

Langford is a member of The Property Ombudsman Scheme (TPOS); & Propertymark.

By belonging to these organisations, we are required to follow strict professional standards.

Stage One – Managing Director, Emma-Louise Fulton

We would request that you initially make your complaint in writing to the Managing Director. Upon receipt of your complaint she will assess your submission and will respond within three working days of receiving your written complaint.

Contact details:

Emma-Louise Fulton

Langford, 80 St Johns Hill, London, SW11 1SF

Tel: 020 7036 6010

emma@langfordproperty.co.uk

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two - The Property Ombudsman Scheme

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

Contact Propertymark

Langford is a member of Propertymark.

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

The contact details for Propertymark are as follows:

[01926 496 791](tel:01926496791) | compliance@propertymark.co.uk

Propertymark Client Money Protection Scheme (CMP)

Look for the logos that mean your money is protected, ensures complaints are dealt with and guarantees agents are independently regulated.

<https://www.propertymark.co.uk/find-an-expert.html>