

## **City Living (London) Limited: Internal Complaints Handling Procedures**

Here at City Living London 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**

City Living (London) Limited is a member of The Property Ombudsman Scheme (TPOS), the National Association of Estate Agents (NAEA) and the Association of Residential Letting Agents (ARLA).

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

### **Stage One – Operations Manager**

We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within Three working days of receiving your written complaint.

Contact details:  
Simonas Pileckas  
1 Hertsmere Road  
London  
E14 8JJ  
Ph: 0208 252 8000  
[spileckas@petchey.co.uk](mailto:spileckas@petchey.co.uk)

We aim to resolve all complaints during this initial stage within 15 working days of sending the acknowledgment letter. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

### **Stage Two – Managing Director**

If you wish to progress your complaint beyond the Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Managing Director will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

Contact details:  
James Newland  
Dockmasters House  
1 Hertsmere Road

London  
E14 8JJ  
Ph: 0208 252 8000  
[jnewland@petchey.co.uk](mailto:jnewland@petchey.co.uk)

### **Stage Three - The Property Ombudsman Scheme**

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

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

Telephone: 01722 333 306, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), website: [www.tpos.co.uk](http://www.tpos.co.uk) or post:  
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The contact details of the Ombudsman Services: Property are as follows:

Telephone: 0330 440 1634, website: [www.ombudsman-services.org/property](http://www.ombudsman-services.org/property) or post:  
OS:P Complaints, The Brew House, Wilderspool Park, Greenall's Avenue, Warrington, WA4 6HL

The contact details of the Property Redress Scheme are as follows:

Telephone: 0208 275 7131, email: [info@theprs.co.uk](mailto:info@theprs.co.uk), website: [www.theprs.co.uk](http://www.theprs.co.uk) or post:  
PRS Complaints, Kingmaker House, Station Road, Barnet, Hertfordshire, EN5 1NZ

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

### **Stage Four – NFoPP Regulation**

Once the Ombudsman has concluded his investigation you may forward your complaint to the NFoPP Regulation Department which is the regulatory function of the NAEA, ARLA, ICBA and NAVA.

You will need to submit your complaint to the NFoPP Regulation Department within six months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for the NFoPP Regulation are:

Email: [complaints@nfopp-regulation.co.uk](mailto:complaints@nfopp-regulation.co.uk), website: [www.nfopp-regulation.co.uk](http://www.nfopp-regulation.co.uk) or post:  
NFoPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.