



IN-HOUSE COMPLAINTS PROCEDURE

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In Person:

Visit our office during our business hours (Monday to Friday, 9:00 - 18:00) and speak to our staff. Our office address is provided on our website and promotional materials.

In Writing:

Address your letter to "The Managing Director" and send it to our office address. Please include as much detail as possible about your complaint.

By Telephone:

Call us on 020 7584 0040 during our office hours and ask to speak to the Managing Director. They will assist you with your complaint.

By Email:

Send an email detailing your complaint to laith@safinia.com Please provide all relevant information in your email.

Complaints Resolution Timeframe:

We strive to resolve complaints immediately. If immediate resolution is not possible, we will send you a written acknowledgment within 5 business days.

If you require an update, feel free to call us on 020 7584 0040 and ask to speak to the person managing your complaints.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

Please note the following:

The Property Ombudsman Ltd Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP
01722 333 306

www.tpos.co.uk

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.