

COMPLAINT PROCEDURE

At Sandos Management Limited we want you to be fully satisfied with our service and if you are not, we need to know in order for us to improve the quality of our services. We acknowledge that sometimes things do not go to plan and when something does go wrong, we need you to tell us.

Should you need to inform us about something which did not go right, or something you are unhappy about please use this complaint procedure form below to contact us. This form will also allow you to see the steps in which we take as a company to deal with your complaint in the correct manner to get your voice heard.

STEP ONE:

Raise the complaint with a Dedicated Property Manager or Agent. This will usually be with the person you have originally been liaising with up to this point.

They will **acknowledge** your complaint within **7 working days** and provide a response **within 10 working days**. If the matter is **not resolved**, please reach out to our team using **Step TWO**.



STEP TWO:

Write a full account of the matter in writing through email or letter. Alternatively, you can call us on **020 3439 0475** so we can document this for you. Please provide as much information as possible so we can thoroughly investigate and resolve **within 15 working days**. We will be in contact in writing and any preferred means of contact we have arranged.

Email: info@sandosmanagement.co.uk

Address: 45 Fitzroy Street Silverstream, London, W1T 6EB



STEP THREE:

If you remain dissatisfied with the outcome after following steps one and two then you can contact **Property Ombudsman**.

Name: Property Ombudsman

Address: Milford House, 43-55 Milford St, Salisbury SP1 2BP

Phone number: 01722 333306

Website: <https://www.tpos.co.uk/>