STANFORD ESTATE AGENTS LIMITED - IN-HOUSE COMPLAINTS PROC

Company Reg: 08283656 | Registered Office: 23 High Street, Eastleigh, Hampshire, SO50 5LF

We are committed to providing a professional service to all our clients and customers.
When something goes wrong, we need you to tell us about it so we can resolve the issue.

STAGE 1: WRITTEN COMPLAINT SUBMISSION
If you have a complaint, please put it in writing, including as much detail as possible.
Address: The Directors, Stanford Estate Agents Limited, 23 High Street, Eastleigh, SO50 5LF
Email: nick@stanfordestateagents.co.uk | Telephone: 02380 647272

STAGE 2: ACKNOWLEDGEMENT (WITHIN 3 WORKING DAYS)
Your complaint will be acknowledged in writing within 3 working days of receipt.

STAGE 3: FORMAL INVESTIGATION (WITHIN 15 WORKING DAYS)
A prompt, thorough investigation will be conducted by a senior Director and a formal written outcome sent within 15 working days of acknowledging receipt.

STAGE 4: FINAL VIEWPOINT REVIEW (WITHIN 15 WORKING DAYS)
If you remain dissatisfied, a separate review will be conducted and our Final Viewpoint letter issued within 15 working days.

STAGE 5: INDEPENDENT REDRESS ESCALATION (TPO / PRS)
The Property Ombudsman (TPO Membership D8250): Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP | Tel: 01722 333 306 | www.tpos.co.uk
Property Redress Scheme (PRS012936): Premiere House, Elstree Way, Borehamwood, WD6 1JH
Tel: 0333 321 9418 | www.theprs.co.uk (Referral within 12 months of Final Viewpoint).