

### **GLENMORE PROPERTY SERVICES LTD - COMPLAINTS PROCEDURE**

WE ARE SORRY TO HEAR THAT SOMETHING HAS GONE WRONG

#### **HOW DO I REPORT A COMPLAINT?**

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by **phone**, and **in writing, by post**, or you can **send us an email**. We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

#### **Address**

Glenmore Property Services LTD  
777 Harrow Road  
Wembley  
HA0 2LW

T: 020 8904 5040

E: [info@glenmoreproperties.co.uk](mailto:info@glenmoreproperties.co.uk)

#### **WHAT HAPPENS NEXT?**

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collect as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.
- All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.
- Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

#### **STILL NOT HAPPY?**

- After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.
- Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative, more senior member of staff for consideration.

# GLENMORE

## PROPERTIES

Est. 1995

SALES | LETTINGS | COMMERCIAL | PROPERTY MANAGEMENT | FINANCE | NEW HOMES | LAND | DEVELOPMENT

- Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution and inform you of your right to appeal to a third party.
- If you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme, The Property Ombudsman, to request an independent review:

### Address

The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

T: 01722 333 306  
E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)



### CONTACT PROPERTYMARK

WE ARE MEMBERS OF PROPERTYMARK

If you feel your complaint has not been satisfactorily dealt with by us 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
- Failure to answer correspondence

T: 01926 496 791

E: [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)

[www.propertymark.co.uk/professional-standards/complaints](http://www.propertymark.co.uk/professional-standards/complaints)

### PROPERTYMARK PROTECTION

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



[www.propertymark.co.uk/find-an-expert](http://www.propertymark.co.uk/find-an-expert)

777 Harrow Road | Wembley | Middlesex | HA0 2LW

Company Registration Number: 03084076

T 020 8904 5040

E [info@glenmoreproperties.co.uk](mailto:info@glenmoreproperties.co.uk)

W [www.glenmoreproperties.co.uk](http://www.glenmoreproperties.co.uk)

