

**Internal Complaints Procedure -
Lettings**

Goldschmidt & Howland are committed to providing a professional service to all our clients and customers. If something does go wrong, we'd like to hear about it and welcome the opportunity to put matters right.

Should you feel dissatisfied with our service and wish to make a complaint, can we please ask you to follow the process below and we will respond to you in accordance with the timeframes as set out below.

Professional Membership details

Goldschmidt & Howland are members of The Property Ombudsman and Propertymark. By belonging to these organisations, we are required to follow strict professional standards.

Stage One: COO - Lettings

We would kindly request that you initially make your complaint in writing to the COO - Lettings.

COO – Lettings Contact details:

Ms Joanna Walker
Goldschmidt & Howland
Stanhope House, 4-8 Highgate High Street
London
N6 5JL
Email: jwalker@g-h.co.uk

When we receive your complaint, we will send you a written acknowledgement within three working days.

Our COO – Lettings will then collate as much information as possible and liaise with the various departments involved to establish all the facts. Our COO – Lettings will then send a written response to your complaint within fourteen calendar days.

We aim to resolve all complaints during this initial stage, however, if you are still not satisfied, we ask that you progress your complaint as follows.

Stage Two: CEO

If you wish to progress your complaint beyond the COO - Lettings, you may do so by writing to our CEO. On receipt of your complaint, the CEO will acknowledge your correspondence within three working days. Our final viewpoint will then be issued to you within fourteen calendar days.

CEO Contact details:

Ms Moe J Wurr
Goldschmidt & Howland
Stanhope House, 4-8 Highgate High Street
London
N6 5JL
Email: mwurr@g-h.co.uk

GOLDSCHMIDT & HOWLAND PROPERTY SERVICES LIMITED · CRN 2870051 · ENGLAND · REGISTERED OFFICE: STANHOPE HOUSE, 4-8 HIGHGATE HIGH STREET, LONDON N6 5JL

Stage Three: The Property Ombudsman

If upon receipt of our final viewpoint you are not satisfied with the outcome, we would advise you to contact our independent redress scheme, The Property Ombudsman.

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

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

Any complaint to The Property Ombudsman must be made within twelve months of our final viewpoint.

The Property Ombudsman requires that all complaints are addressed through this Internal Complaints Procedure, before being submitted for an independent review.

Stage Four: Propertymark

As a Propertymark Protected agent, if you feel your complaint has not been satisfactorily dealt with by ourselves and The Property Ombudsman, you can send your complaint to Propertymark.

Please go to the Propertymark website to download a complaint form.

The contact details for Propertymark are:

Telephone: 01926 496 800

Email: compliance@propertymark.co.uk

Website: www.propertymark.co.uk/complaints

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

GOLDSCHMIDT & HOWLAND PROPERTY SERVICES LIMITED · CRN 2870051 · ENGLAND · REGISTERED OFFICE: STANHOPE HOUSE, 4-8 HIGHGATE HIGH STREET, LONDON N6 5JL

