

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. This will help us to improve our standards.

If you have a complaint, please put it in writing by letter or email and address it to Elizabeth Miller (Branch Manager). Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, and we will start our inhouse complaints process.

Your complaint will be investigated, and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. We will reply to you within 15 days. If this is not possible we will advise of the reasons and provide a timescale for a response.

If you are not satisfied with our response to your complaint you can write to us giving your reasons and the matter will be looked at again and we will provide you with our final viewpoint response within 15 days of receiving your correspondence.

We are a member of the Property Ombudsman Scheme and so if you remain dissatisfied with our final viewpoint response you can request that they conduct an independent review.

To do this please contact them at –

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk
admin@tpos.co.uk

Please note the following:

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.

If we have not addressed your complaints within 8 weeks, you can refer your complaint to the Ombudsman.

Client Money Protection: Living in London is a member of a Client Money Protection Scheme, namely Client Money Protect (Membership Number: CMP004552)

Property Ombudsman: Living in London is a member of The Property Ombudsman Redress Scheme

Marine Wharf Unit E & F, Cadmus Court, Seafarer Way, London, SE16 7DW ☎ 0207 231 0002 🌐 living-london.net 📧 welcome@living-london.net

Living in London is a limited company which is a member of The Property Ombudsman (TPO) Redress Scheme and a Client Money Protection Scheme (Client Money Protect, Membership Number: CMP004552). Living in London Ltd is registered in England and Wales. Company Registration Number: 03762634 Registered Office: 43 Oxford Drive, London, SE1 2FB. VAT Registration Number: 795884548.

