

Customer Complaint Procedure

We value the opinions of our customers and clients and are committed to providing a professional service at all times. If something does not go as well as you had expected, we would like to hear about it.

In line with The Property Ombudsmans Code of Practice our complaint handling procedure is outlined below:

1. In the first instance you should write to the Manager/Director of the office, giving full details of your complaint. Once your complaint has been received, we will acknowledge receipt within 3 working days. An investigation will then be undertaken and you will receive a response to your complaint within 15 working days.

2. If you are not satisfied with the response given by the Manager/Director, or the matter remains unresolved, you can escalate your complaint to the Managing Director for our company final viewpoint. You can email them at info@mywebsters.co.uk or write to them at the following address:

Websters Estate Agents
36 Broad Street
Teddington
Middlesex
TW11 8QY

A final investigation will be undertaken at this point and a written response will be sent to you within 15 working days detailing our company's final viewpoint.

The Property Ombudsman requires that any complaint should be addressed through our Complaints Procedure prior to being submitted to them for their independent review.

3. If you remain dissatisfied with our company's final viewpoint you can then refer your case to The Property Ombudsman for their review. Details of their complaints procedure and form can be found on their website www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333 306 or write to them at the following address:

The Property Ombudsman Scheme
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury SP1 2TJ

You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman.

If you require any further details of our complaints procedure please do not hesitate to contact us

0208 614 6000