

# Complaints Procedure for Sinton Andrews Lettings

Company registration number 56894480



We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

**Sinton Andrews Lettings**  
**8 Spring Bridge Road**  
**London W5 2AA**  
[lettings@sintonandrews.com](mailto:lettings@sintonandrews.com)

Your complaint will be acknowledged within 3 working days of receipt and we will start our in-house complaints process. A formal written response addressing your specific complaints and proposing resolutions where appropriate will be sent to you within 15 working days of receipt of the complaint.

If you remain dissatisfied you can request for a further review to be carried out by Conchita Prophet who will respond within 15 working days of receiving your request for a further review.

**Sinton Andrews Lettings**  
**8 Spring Bridge Road**  
**London W5 2AA**  
**020 8579 9153**  
[cp@sintonandrews.com](mailto:cp@sintonandrews.com)

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. You must refer your complaint within 12 months of receiving our final viewpoint letter.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)