

Complaints Procedure for Philip Andrews Limited trading as Sinton Andrews

Company registration number: 11827775



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.

Philip Andrews Limited trading as Sinton Andrews

84 Northfield Avenue,

Ealing,

W13 9RR

northfieldsales@sintonandrews.co.uk

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 Philip Andrews who will respond within 15 working days of receiving your request for a further review.

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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 admin@tpos.co.uk