

Complaints Procedure for Sinton Andrews Sales

Company registration number 11978149



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.

**Adam Sinton LTD T/A
Sinton Andrews Ealing
8 Spring Bridge Road
London W5 2AA
sale@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 Adam Sinton who will respond within 15 working days of receiving your request for a further review.

**Sinton Andrews (Sales)
8 Spring Bridge Road
London W5 2AA
020 8579 9153
as@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 admin@tpos.co.uk

This document was updated on the 24th of July 2020.