

heath estates property services limited
23 Montpelier Vale, Blackheath, London, SE3 0TJ
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 lettings@heathestates.uk
 sales@heathestates.uk
Website : www.heathestates.uk



Complaints Procedure

Heath Estates Complaints Handling Policy :

Our complaints policy

We are a firm that is committed to providing a high-quality legal service to all our clients. 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 write in the first instance to our client care director, Mrs. Sue Magee, at the following address :

Heath Estates Property Services Limited
23 Montpelier Vale
Blackheath
London
SE3 0TJ

What will happen next?

1. We will acknowledge receipt of your complaint within 3 days of receiving it, enclosing a copy of this procedure.
2. We will then undertake a full and thorough investigation of your complaint. This will normally involve our client care director, Mrs. Sue Magee, reviewing your matter file and speaking to the member of staff who acted for you.
3. Mrs. Sue Magee will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 12 days of the receipt of the original complaint.
4. Within 3 days of the meeting Mrs. Sue Magee will write to you to confirm what took place and any solutions that she has agreed with you.
5. If you do not want a meeting or it is not possible, Mrs. Sue Magee will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 15 days of receipt of the original complaint. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

6. At this stage, if you are still not satisfied you should contact us again and we will arrange for another director, Mr. Hilton Ingram, who is unconnected with the matter at the firm, to review the decision. His address is as follows :

Heath Estates Property Services Limited
1a Kidbrooke Park Road
Blackheath
London
SE3 0LR

7. Following the conclusion of our in-house review we will write to you with a final written statement within 15 days of the receipt of your contact which states your dissatisfaction. This will confirm our final position on your complaint and explain our decision.
8. If you are dissatisfied with the conclusion of the in-house review of your complaint, you can refer the matter to The Property Ombudsman at the following address :

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

You will need to bring a complaint to The Property Ombudsman within 12 months of receiving a final written response from us about your complaint. For further information, you should contact The Property Ombudsman on 01722 333306 or at www.tpos.co.uk