

CUSTOMER COMPLAINTS HANDLING PROCEDURE

Nicholas Ashley is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all landlords and tenants, however to ensure that your interests are safeguarded, we offer the following complaints procedure:

Stage 1: Branch Manager

If you believe to have a complaint, please write at first instance to the Branch Manager, the manager will endeavour to resolve your complaint no later than 7 working days of notification:

Nicolas Brocardo, Nicholas Ashley Ltd, 229 Gipsy Road, London, SE27 9QY
Email: nicolasbrocardo@nicholasashley.com

Stage 2: Company Officer

Where a complaint is not resolved at stage 1, you may further your complaint in writing (within one month of receiving the branch response as per stage 1) to the Company Officer:

Demitra Toouli, Nicholas Ashley Ltd, 229 Gipsy Road, London, SE27 9QY
Email: demi@nicholasashley.com

You will receive acknowledgement of your complaint no later than 3 working days and will receive a full written outcome within 21 working days of receipt.

Stage 3: Company Director

In the event of the issue not resolved at stage 1 or 2, the matter will be referred to the Company Director:

Achilleas Sotiriou, Nicholas Ashley Ltd, 75 Westow Hill, London, SE19 1TX
Email: alex@cgca.co.uk

You will receive acknowledgement of your complaint no later than 3 working days and will receive a full written outcome within 21 working days of receipt.

Stage 4: The Property Ombudsman (TPOS)

If you are still not satisfied with the proposed resolutions from the Company Director, you can then refer your complaint to:

The Property Ombudsman Service
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Please note: TPOS will not consider your complaint until stages 1-3 of the above procedure are exhausted.