

DISPUTE RESOLUTION & COMPLAINTS PROCEDURE

Acorn Estate Management is committed to providing a professional service to all clients and customers. However, if something does go wrong, we need you to tell us about it; this will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below:

Stage One

All complaints should, in the first instance, be directed to the Manager of Acorn Estate Management, 9 St Marks Road, Bromley, Kent, BR2 9HG your complaint will be acknowledged within 3 working days of receiving it. We will then investigate your complaint; this will normally be dealt with by the Manager or a senior member of staff and a formal written outcome of our investigation will be sent to you within 15 working days of our acknowledgement letter.



Stage Two

If you remain dissatisfied, you should contact us again to ask for a separate review by a Director. The Director will acknowledge your request within 3 working days of receiving it and will provide you with our final viewpoint within 15 working days of our acknowledgement.



Stage Three

If you are still not satisfied after the last stage of our in-house complaints procedure (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:

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.