



Chase Buchanan's Complaints Procedure

Our commitment to customers and clients

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We will deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us that you are not happy with the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When you receive a poor quality service
- When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint, please contact Head Office, in any of the following ways:-

By email at: managingdirectors@chasebuchanan.london

In writing to: The Managing Directors
Chase Buchanan Limited
Wellington House
209-217 High Street
Hampton Hill
TW12 1NP

- Your complaint will then be acknowledged and passed to the relevant department manager to fully investigate and a response issued within 10 working days.
- If you are unhappy with the response your complaint can then be passed to the appropriate Director.
- After the investigation, if you are still unhappy you have 12 months to refer your complaint to the Property Ombudsman. (The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2B. Tel: 01722 333306 Website: www.tpos.co.uk)

Response Times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days

If there is a delay in responding we will keep you informed of our progress

Comments

We are happy to receive any other comments regarding our services to customers. Please contact us in any of the ways mentioned above, or alternatively you can email us from the 'contact us' section of our website.

