

Complaints Procedure

If something has gone wrong, we want to know, and to put it right. This procedure explains how to complain, what we will do, and where to take it if you are still not satisfied.

We take complaints seriously. Most issues can be resolved quickly by talking to us, but if you would like to make a formal complaint, here is exactly how it works.

Step 1, Tell us

Put your complaint in writing to **customer.care@globalqualityestates.com**, marked for the attention of the Director, setting out what happened and what you would like us to do. We will acknowledge your complaint in writing within **three working days**, telling you who is responsible for investigating it.

Step 2, Our investigation

We will investigate thoroughly, gathering the facts from everyone involved, and send you a formal written outcome within **fifteen working days** of acknowledging your complaint. If we need longer, we will tell you why and give you a revised date.

Step 3, Review

If you remain unhappy, write to us again and we will carry out a separate review by someone more senior who has not dealt with the matter so far, sending you our final viewpoint letter within **fifteen working days**. If we cannot meet that date we will tell you when we expect to, and remind you of your right to go to the Ombudsman.

Every complaint is kept confidential and dealt with fairly. If we do not hear from you within **eight weeks** of our response, we will take it that the matter is resolved and close the complaint. If anything is still outstanding in the meantime, contact the person named in our acknowledgement letter.

Step 4, The Property Ombudsman

If you are still dissatisfied after receiving our final viewpoint letter, or if more than eight weeks have passed since you first complained, you may refer the matter to The Property Ombudsman, the government-approved redress scheme we belong to:

Website	www.tpos.co.uk
Email	admin@tpos.co.uk
Telephone	01722 333306, Monday to Friday, 9am to 4.30pm
Post	The Property Ombudsman, Unit 159756, PO Box 7169, Poole BH15 9EL

You must refer your complaint to the Ombudsman within **twelve months** of our final viewpoint letter. The service is free to consumers and independent of us.

Step 5, Propertymark

The Property Ombudsman decides whether you have been treated unfairly and whether you are owed anything. Propertymark answers a different question: whether we have breached the Conduct and Membership Rules we agreed to as one of its members. If your complaint is about that, you can take it to Propertymark once the Ombudsman has reviewed it.

Propertymark will want evidence that you have been through the steps above first. Details, timescales and the complaint form are on their website:

Website	propertymark.co.uk/professional-standards/complaints.html
Email	complaints@propertymark.co.uk
Telephone	01926 496791

Propertymark cannot consider tenancy deposit disputes. Those are decided by the deposit scheme's own free adjudication service.

How to reach us

Complaints	customer.care@globalqualityestates.com
General	info@globalqualityestates.com
Lettings	+44 79 61 889 975
Management	+44 73 77 541 781
Office	128 City Road, London EC1V 2NX

This procedure is also published at globalqualityestates.com/complaints.html and is available on request in larger print. Global Quality Estates Ltd is a member of ARLA Propertymark, registered with The Property Ombudsman, and holds Client Money Protection through the Propertymark scheme.