

Alex Neil Internal Complaints Procedure

Alex Neil is a member of The Property Ombudsman Scheme (TPOS) for Estate and Letting Agents, and we are committed to providing our customers with the highest standards of service.

We have a complaints process for any customers that believe they have not received this. The procedural aim is to resolve any issues promptly and efficiently.

Stage One. Department Manager

In the first instance, complainants will provide full complaint details in writing to the department manager of the relevant Alex Neil office. They will acknowledge your complaint within three working days and endeavour to resolve your complaint matters immediately or within six days.

Stage Two. Regional Manager

If you remain dissatisfied, you can escalate your complaint in writing to the Regional Manager responsible for the department in question. However, please be advised that you must correspond to the Regional Manager within 28 days of receiving the Stage One response.

Regional Manager, Alex Neil Estate Agents, 146 Lower Road, London SE16 2UG. The Regional Manager will acknowledge your complaint within three working days and provide a written response within 15 working days.

Stage Three. Operations Director

If you are still dissatisfied, you may further your complaint in writing to the Operations Director. However, please be advised that you must correspond to the Operations Director within 28 days of receiving the Stage Two response.

Operations Director, Alex Neil Estate Agents, 146 Lower Road, London SE16 2UG. The Operations Director will acknowledge your complaint within three working days and provide a complete written response, including the final view of the company's position within 15 working days.

Stage Four. The Property Ombudsman (TPOS)

If you are not satisfied with our final response, you have the right to refer your complaint to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
Tel: 01722 335458, Email: admin@tpos.co.uk, Web: www.tpos.co.uk

PLEASE NOTE: TPOS will only consider your complaint after the full completion of our internal complaints' procedure. Furthermore, you must contact TPOS within 12 months of our final view.