

Complaints Handling Procedure

Ridgeview Estates is committed to providing a high standard of service to all clients and customers. We take all complaints seriously and aim to resolve any concerns quickly, fairly and professionally. This document sets out how to raise a complaint and how it will be handled.

Our Details

Business name: Ridgeview Estates

Address: 348 Horns Road, Ilford, Essex, IG6 1BT

Telephone: 020 3890 3111 Email: info@ridgeviewestates.co.uk

How to Make a Complaint

If you are unhappy with any aspect of the service you have received from Ridgeview Estates, please let us know as soon as possible so that we can try to resolve the matter. Complaints should, wherever possible, be made in writing (by email or letter) and should include:

- Your full name and contact details
- The address of the property concerned (if applicable)
- A clear description of your complaint
- Details of what you would like us to do to resolve it

Complaints can be sent to us by email at info@ridgeviewestates.co.uk, by post to 348 Horns Road, Ilford, Essex, IG6 1BT, or by telephone on 020 3890 3111.

Our Process

Step 1 – Acknowledgement. We will acknowledge your complaint in writing within 3 working days of receipt, confirming who is dealing with it.

Step 2 – Investigation. Your complaint will be investigated by a senior member of staff who was not directly involved in the matter. We will review the details, discuss the issue internally, and, where appropriate, contact you for further information.

Step 3 – Final Response. We will send you our written final response, or a full update on progress, within 15 working days of receiving your complaint. If the matter is more complex, we will write to you explaining the reason for any delay and provide a new expected timescale. In all cases, we will provide our final viewpoint within eight (8) weeks of receiving your original complaint.

If You Remain Unhappy

If, having received our final response, you remain dissatisfied, or if eight weeks have passed since you first raised your complaint with us and it has not been resolved, you have the right to refer your complaint free of charge to The Property Ombudsman (TPO), an independent and impartial redress scheme of which Ridgeview Estates is a member.

The Property Ombudsman (TPO)

Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 333 306

Website: www.tpos.co.uk

Your complaint must be referred to TPO within twelve (12) months of receiving our final response. Complaints received outside of this time limit may not be considered by TPO. TPO will require a copy of our final response letter (or evidence that eight weeks have passed) before they can review your complaint, along with any supporting evidence.

Our Commitment

Ridgeview Estates is committed to resolving complaints fairly and in line with the Codes of Practice approved by the Chartered Trading Standards Institute and administered by The Property Ombudsman.

We use feedback from complaints to review and improve our service wherever possible.