



COMPLAINTS PROCEDURE (INTERNAL) FOR ALL CLIENTS.

Westbourne is an Independent and privately owned business.

The following notes are provided for your guidance in the event that you wish to make a complaint against this company.

PLEASE NOTE THAT THE COMPLAINTS PROCESS IS A WRITTEN ONE, ENSURING ALL CORRESPONDENCE WITH ALL PARTIES IS CLEARLY RECORDED.

Notes for the guidance of Complainants.

Westbourne is a member of The Property Ombudsman and we aim to provide the highest standards of service to all of our clients. It is a condition of our membership of the scheme that all complaints are dealt with through our own internal Complaints Procedure. This provides the opportunity for the complaint to be resolved before the need to refer to The Property Ombudsman.

To ensure your interests are safeguarded, all complaints are initially dealt with by the office concerned.

If your complaint is not resolved within eight weeks to a mutual satisfaction you will then be able to approach The Property Ombudsman who will then provide an independent review and assessment of the complaint through their dispute resolution service. This service will provide an impartial and fully independent redress scheme for dealing with property disputes.

Please note that TPO is empowered to investigate complaints against member agencies from actual or potential clients or tenants of residential property in the UK.

The Complaints Procedure.

Stage 1.

If you have a complaint to make against Westbourne, please do so in writing by providing a written summary of the nature of the complaint and confirm the name of the individual with whom you dealt. Your summary should be addressed to the Directors of the business and the office in which you have the complaint. The names and the address in which to provide your complaint is:

Mr. Oliver Sampson-Bancroft
(Director)
Mr. Crispin Sampson-Bancroft
(Director)
Mr. Antony DiLieto (Director)
Westbourne Lettings and
Property Management.
9 Spring Street.
London
W2 3RA
Email: contact@wb19.co.uk

Your complaint will be acknowledged immediately and you will be provided a time scale in which a formal written response will be provided. The formal written response will inform you of the outcome of an internal investigation into the complaint made with any actions taken or to be taken.

Stage 2.

If you are not satisfied with the outcome of the Directors investigation, you will be provided with the opportunity to contact The Property Ombudsman providing them with your initial and written complaint to the agency along with the outcome of the internal investigation provided by the agency for an independent review of said complaint.

PLEASE NOTE: Complaints between landlords and tenants are not covered by the procedures within these guidelines however as the agent we would hope to be in a position to assist both parties to resolve any issues, even though there is no obligation on our part to do so.

Contact details for
The Property Ombudsman.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk