

## **In House Complaints Procedure**

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

### **Stage 1: - Your complaint**

Please put your complaint in writing either by letter or email and address it to Keval Gudka, Director of AG estate Agents Ltd. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing / attaching any supporting evidence.

Our Registered Office Address:  
85 Great Portland Street,  
London.  
W1W 7LT  
Email: [keval@agestateagents.co.uk](mailto:keval@agestateagents.co.uk)

### **Stage 2: Our Acknowledgement:**

Your complaint will be acknowledged and we will start our in-house complaints process.

Timescale: Within 3 working days of receiving your complaint.

### **Stage 3 – Our investigation:**

Your complaint will be investigated and Keval Gudka will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale: Withing 15 working days of receiving your complaint.

### **Stage 4 – Final Viewpoint:**

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Keval Gudka. This will outline our final viewpoint on the matter.

Timescale: Within 15 working days of receiving your request for a further review.

### **Stage 5 – The Property Ombudsman:**

If our final viewpoint letter does not resolve matters (or more than 8 weeks has lapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter.

The Property Ombudsman Contact Information:

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

Email Address: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Contact number: [01722 333306](tel:01722 333306)

Website: <https://www.tpos.co.uk/>