



SKYLORD ESTATES LTD

Complaints procedure

Overview

Skylord Estates Ltd is one of the leading estate agents for letting and management in East London area. We are member of *The Property Ombudsman Service (TPOS)* and aim to provide the highest standard of service to all our customers.

In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

Making a complaint

Stage One – Office Manager

All complaints should, in the first instance, be directed to the office manager of the branch you have been dealing with at skylordprop@yahoo.com

They will endeavor to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

Stage Two – Branch Manager

if you remain dissatisfied, you may then further your complaint in writing to the Branch Manager responsible for the branch in question at skylordestatesltd@gmail.com

Branch Manager will supply you with their name and contact details. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the review of your complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days the Branch Manager will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

Stage Three - The Property Ombudsman

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

Property Management Complaint Procedure

We have two complaints processes, depending on the matter that needs resolving:

- If you have yet to enter into a tenancy, you wish to raise an issue relating specifically to a branch, or are a customer of a Let Only service (rental and maintenance matters are dealt with between landlord and tenant solely), please follow the **Branch Complaints Process**.
- If you are a customer of our Full Management or Rent Collection services, please email the issues at skylordprop@yahoo.com or contact us directly at 02085537776.

Please note that we may not be able to assist with complaints relating to maintenance if you are a customer of our Rent Collection or Let only services.