

## Complaints Procedure

At Philip Wooller we strive to provide an exceptional service to our clients, tenants and the community in general. As such, we take complaints about any part of our service or properties extremely seriously.

With informal and formal channels open to clients, tenants and the public, we seek to resolve your issues rather than hide from them, and achieve a satisfactory resolution with the minimum of fuss.

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### If you have a complaint

1. Philip Wooller is appointed to deal with all complaints (145 Askew Road, London, W12 9AU / 020 8811 2929 / [philip@philipwooller.com](mailto:philip@philipwooller.com)). If you have a question, or if you would like to make a complaint, please don't hesitate to contact him. Should your complaint be directly about Philip Wooller then please contact Jennifer Christodoulou (145 Askew Road, London, W12 9AU / 020 8811 2929 / [jen@philipwooller.com](mailto:jen@philipwooller.com)) who will be able to assist you with your complaint.
2. If you have initially made your complaint verbally - whether face-to-face or over the phone - please also make it in writing, addressed to the appropriate person outlined above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. The first stage of our complaint handling procedure will involve full consideration of your complaint by either Philip Wooller or Jennifer Christodoulou - Managing Director & Lettings Manager respectively, on behalf of the company. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of this investigation into your complaint, the matter will conclude.
4. We will acknowledge your complaint as quickly as possible and within 3 days of receipt of your complaint. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 15 days from the receipt of your written complaint.
5. However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our companies handling, which for all matters relating to residential sales and lettings are handled by The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP; tel: 01722 333306, fax: 01722 332296, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) and website: [www.tpos.co.uk](http://www.tpos.co.uk) or such other suitable redress mechanism as agreed between us.