

# GARTON JONES

## Complaints Procedure

We aim to deal with any complaint in a timely and fair manner in order to achieve a quick and satisfactory resolution. Where possible, we will always try to deal with any issues or concerns at branch level.

When dealing with your complaint we will follow our procedure, outlined below.

1. Any complaint relating to a member of the Garton Jones team should be directed to the relevant department manager for that individual. Our property managers are located in our head office in Westminster and therefore your complaint should be directed to Shaun Malston the Senior Property Manager, who can be contacted by email at [shaun@gartonjones.com](mailto:shaun@gartonjones.com). Complaints about our accounts staff or a member of the sales and lettings team at our Westminster office can be referred to Michaela Garton, she can be contacted on [michaela@gartonjones.com](mailto:michaela@gartonjones.com), for the 9 Albert Embankment/Nine Elms branch please email your complaint to Joe Chalker, he can be contacted on [joe@gartonjones.com](mailto:joe@gartonjones.com) and for the Grosvenor Waterside/Chelsea branch please email your complaint to Ruth Osatch, she can be contacted on [ruth@gartonjones.com](mailto:ruth@gartonjones.com).

Alternatively, you can write to us at **Complaints, Garton Jones Estate Agents, 49 Marsham Street, London SW1P 3DP**. Complaints made in writing by post or by email will be acknowledged within 3 working days of their receipt. The Senior Property Manager or Head of Sales & Lettings for the relevant branch will aim to resolve your complaint immediately, and no later than 5 working days from receipt of the complaint.

2. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge

### **The Property Ombudsman**

**Milford House**  
**43-55 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**  
**01722 333 306**  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that you must refer the complaint to TPOS within 12 months of receiving the final outcome letter from Garton Jones.