

# GARTON JONES LONDON

## 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 Riaan Kruger, he can be contacted on [riaan@gartonjones.com](mailto:riaan@gartonjones.com), 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) and for our Fulham office please email Joe Chalker who can be contacted on [joe@gartonjones.com](mailto:joe@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 feel we have not resolved your complaint satisfactorily, please make this clear to the relevant manager who will then investigate your complaint further and will provide a final written outcome of their investigation within a further 15 working days. This will include any relevant offer to be made and will inform you that if you still remain dissatisfied you are able to refer the matter to The Property Ombudsman (TPOS), 55 Milford Street, Salisbury SP1 2BP [www.tpos.co.uk](http://www.tpos.co.uk) Tel: 01722 333306

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