



Baker Estates (Hainault) Ltd

Complaints Handling Policy

Our complaints policy

We, at Baker Estates Hainault are committed to providing a high-quality service to all our clients. We work hard to ensure our landlords, tenants, vendors and purchasers have the best experience when working with Baker Estates Hainault. If something goes wrong, we need you to tell us about it. This will help us to improve our standards and the way we treat our clients.

If you have experienced an issue you are not happy about, please contact us via email kerrie.binder@bakerestates.co.uk with the details of your complaint. It would be useful to send a hard copy in the post. We will then take the necessary steps to resolve/ remedy your issue. If we fail to resolve it within the time frame below you may wish to raise your complaint with The Property Ombudsman. The Property Ombudsman (TPO) scheme has been providing consumers and property agents with an alternative dispute resolution service since 1990. We are members of TPO. Our membership number is D11529.

What happens next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. Kerrie Binder our compliance officer will then launch a full investigation.
- We will then write to you with the outcome of this investigation within 15 working days of receipt of your original complaint.
- In the unlikely event of you not being satisfied with our response to your complaint we would then advise you to contact TPO. Full details are found below.

The Property Ombudsman,
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire,
SP1 2BP
Or via email to admin@tpos.co.uk

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