



How to complain about us or our service

How we will treat your complaint

If you're not completely happy with our service, we'd like to hear about it – that way, we can do something to put it right.

At Berkshire Hathaway HomeServices London (BHHS London) we do everything we can to make sure our customers get the best possible service. However, very occasionally our service levels may not meet your expectations.

When that happens, we always encourage you to tell us about your complaint, so that we can correct the matter.

We want to:

- make it easy for you to tell us about your complaint
- give your complaint the attention it deserves
- resolve your complaint without delay
- make sure you are satisfied with how your complaint was resolved

This document explains what to do if you have a complaint about the service you receive at BHHS London. It also tells you how quickly we will deal with your complaint and who to contact if you are not completely satisfied with our response.

How and where to complain

If you're not satisfied with any aspect of our service, you should contact our Managing Director, Martin Bikhit, who is responsible for client and customer care. You can tell Martin about your concern in the following ways:

- **in writing to:**
Martin Bikhit
Managing Director
Berkshire Hathaway HomeServices London
24-25 Albion Street
London W2 2AX
- **by e-mail:** martin.bikhit@bhhs-london.com

How long will it take?

We aim to solve your concern straight away, however, we may need to investigate your complaint internally first. We will acknowledge your complaint in writing within three working days of receiving it.

In most cases, complaints are dealt with within 15 working days at which point we will send you a letter advising you of the outcome of your complaint.

If you are unhappy with the way your complaint is dealt with

Our aim is to resolve your complaint as quickly as possible and to your complete satisfaction. However, if you remain unhappy, you can ask for your complaint to be reviewed at a higher level within BHHS London. The Chairman will review your complaint fully and will aim to give you a full response within 15 working days. If his investigation is likely to take longer, he will keep you fully informed of his progress.

You can write to the Chairman at the address shown below. Please quote details of your complaint and what you would like us to do to resolve matters.

The Chairman
Berkshire Hathaway HomeServices London
24-25 Albion Street
London W2 2AX
by e-mail: chairman@bhhs-london.com

If together we can't reach agreement

BHHS London is a member of The Property Ombudsman Scheme (TPO) and if we can't reach agreement with you, our Chairman will send you a 'final response' letter. This letter will clearly set out BHHS London position in relation to your complaint.

The Property Ombudsman (TPO)

Our aim is to resolve all complaints internally. However 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 TPO without charge. If you want TPO to look into your complaint, you must contact them within twelve months of the date of any final response issued.

You can write to them at:

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
admin@tpos.co.uk
www.tpos.co.uk

Alternatively you can phone 01722 333 306. Further helpful information can be obtained from visiting the TPO website at www.tpos.co.uk

TPO offers a free independent service and we are bound by their decision.

We are committed to resolving your complaint fairly and quickly. In most cases this can be done if you contact us as soon as possible. We will try to resolve your complaint by listening to your concerns and agreeing a solution with you.

