



## Complaints Handling Procedure

### IF YOU NEED TO MAKE A COMPLAINT

The principal assigned to deal with complaints is:

Gosia Ludwig  
167-169 Great Portland Street  
5th Floor  
London  
W1W 5PF

**Email:** [enquiries@keyluxpropertyagency.com](mailto:enquiries@keyluxpropertyagency.com)

**Web:** [www.keyluxpropertyagency.com](http://www.keyluxpropertyagency.com)

### Complaints procedure:

We are committed to providing a professional service to all our clients. When something goes wrong, we need you to tell us about it as soon as you can. This will enable us to address your concerns expeditiously and help us to improve our standards.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

If you have a complaint, please tell us and include as much detail as possible. It helps if you can tell us the dates, and names of any members of staff you dealt with, and, ideally enclose/attach any supporting evidence.

### How and where to complain:

If you are not satisfied with any aspect of our service you can tell us about your complaint in the following ways:

**In writing** – write to us at the address above

**By email** – use the email address shown.

What Happens after we receive your complaint?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the firm's director, Gosia Ludwig ([enquiries@keyluxpropertyagency.com](mailto:enquiries@keyluxpropertyagency.com)) who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter. The response will address your specific complaints and propose resolutions where appropriate.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.



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### **If we cannot reach an agreement with you:**

If you are still not satisfied after the last stage of the Procedure (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman who will not charge for this service. Contact details are:

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 the following:**

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all client complaints are first addressed through this Procedure, before being submitted for an independent review.