



Procedure for Complaints Handling:

We are committed to offer an efficient and professional service to all our clients and customers. When something goes wrong we need you to tell us about it and we welcome suggestions on how our standards can be improved.

If you have a complaint please put it in writing, including as much detail as possible. We will then respond within the time frames set out below. If you feel we have not sought to address your complaints within six weeks you may be able to refer your complaint to the Property Ombudsman to consider without necessarily waiting for our final viewpoint on the matter you have raised.

This note sets out the procedure we will follow in dealing with a complaint.

A relevant departmental manager has been appointed to deal with all complaints and you should not hesitate to contact that person. Details are set out below:

Sales

Mr. Goran Simonovski MNAEA MARLA
Sales Manager
Stadium Residential Ltd
Unit 3 Electric Works
6 Hornsey Street
London
N7 8GR

Telephone 020 7619 6588

Lettings

Mr. Alex Giralдин MARLA MNAEA
Lettings Manager
Stadium Residential Ltd
Unit 3 Electric Works
6 Hornsey Street
London
N7 8GR

Telephone 020 7619 6590

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.

Once we have received your written summary of the complaint, we will contact you in writing within 3 working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within 14 working days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

If you are dissatisfied with any aspect of our handling of your complaint, you should contact:

Mr. G McKee MNAEA MARLA
Managing Director
Stadium Residential Ltd
Unit 3 Electric Works
6 Hornsey Street
London
N7 8GR

Telephone 020 7619 6584

Mr McKee will personally conduct a separate review of your complaint and contact you within 14 working days to inform you of the conclusion of this review.

If the complaint has still not been resolved to your satisfaction we agree to the referral of your complaint to the Property Ombudsman who can be reached at the following address:-

The Property Ombudsman
Beckett House
4 Bridge Street
Salisbury
Wiltshire
SP1 2LX

Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk
www.tpos.co.uk