



Internal Complaints Handling Procedures

Here at Hamilton Chase we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

Hamilton Chase is a member of The Property Ombudsman Scheme (TPOS) and the National Association of Estate Agents (NAEA)

By belonging to these organisations, we are required to follow strict professional standards.

Stage One – Director

We would request that you initially make your complaint in writing to the Director in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will acknowledge your complaint within three working days. They will then assess your submission and respond within fifteen working days of receiving your written complaint.

Contact details:

Mr Mehmet Suavi, 141 High Street, Barnet EN5 5UZ

mehmet@hamiltonchase.co.uk

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Director

If you wish to progress your complaint beyond the first Director you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, this Director will acknowledge your correspondence within three working days. You will receive a full response within fifteen working days.

Contact details:

Mrs Beverley Suavi, 141 High Street, Barnet, EN5 5UZ

beverley@hamiltonchase.co.uk

Stage Three - The Property Ombudsman Scheme

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) then you can take the matter up with The Property Ombudsman without charge. This should be done within 12 months of our final response.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

Stage Four – NFOPP Regulation

Once the Ombudsman has concluded his investigation you may forward your complaint to the NFOPP Regulation Department which is the regulatory function of the NAEA, ARLA, ICBA and NAVA.

You will need to submit your complaint to the NFOPP Regulation Department within six months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for the NFOPP Regulation are:

Email: complaints@nfopp-regulation.co.uk, website: www.nfopp-regulation.co.uk or post:
NFOPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

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