

# CAMERONS STIFF & Co.

Inc. QUEENS PARK PARTNERSHIP

## Complaints Procedure – Lettings Office

Camerons Stiff & Co inc. Queens Park Partnership (trading as Camerons Stiff Lettings Limited) has a formal complaints procedure which is explained below.

As a valued customer, we always expect all our vendors and clients to receive a first class service from us. We aim to provide high levels of customer satisfaction, but if you believe we have made a mistake or are not entirely happy with us, then please do get in touch with Camerons Stiff Lettings Limited as soon as possible and we will do everything to get it right.

As members of The Property Ombudsman Scheme we are subject to their rules. In general this gives customers who are unable to resolve a complaint against us the right to have this reviewed by an independent person. Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure. The aim of our complaints procedure is to resolve any issues or concerns as quickly as possible at the individual office.

### Stage One

- If you have a problem with one of our offices, please discuss this with one of our Branch Staff. Our aim is to deal with your problem both quickly, fairly and sympathetically.
- We will respond to your complaint immediately and no later than 3 working days of the first notification.

### Stage Two

- If you feel that the matter is not being resolved to your satisfaction, then this must be put in writing to Mr Philip Johal, Lettings Manager. You must write to them within 2 weeks of the complaint arising.
- Mr Johal will acknowledge your complaint within 3 working days of receipt of your letter and provide you with a full written response within 15 working days.

### Stage Three

- If you are still dissatisfied please put the complaint in writing to The Company Secretary who will acknowledge receipt of your complaint within 3 working days of receiving your communication. You may be asked for additional information, if this is required to assist in resolving this matter. Your letter should state why you are still dissatisfied and what further action you wish Camerons Stiff Lettings Limited to take to fully resolve this complaint. A formal written outcome of this investigation will be sent to you within 15 working days. Please address this to Mrs Caroline Isaacs, Company Secretary, Camerons Stiff Lettings Limited, 275 Willesden Lane, London, NW2 5JA.

2 Willesden Green Station, Walm Lane, London, NW2 4QS T: 020 8450 9377  
275 Willesden Lane, London, NW2 5JA T: 020 8459 1133  
62 Salusbury Road, London, NW6 6NS T: 020 7328 2828  
lettings@cameronsstiff.co.uk www.cameronsstiff.co.uk

Camerons Stiff Lettings is the trading name of Camerons Stiff Lettings Limited. VAT No: 879 446266  
Registered No: 5508760 – Registered Office: 275 Willesden Lane, London, NW2 5JA



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- In all but exceptional cases, by the end of eight weeks following receipt of your complaint, Camerons Stiff Lettings Limited will have given you its final response by letter. This will be accompanied by The Property Ombudsman Consumer Guide.

## **Final Stage**

- If you are still not satisfied with the steps taken by Camerons Stiff Lettings Limited you can write to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. [www.tpos.co.uk](http://www.tpos.co.uk)
- The Ombudsman will take into account any points made by you and Camerons Stiff Lettings Limited. However, they may refuse to investigate a complaint that happened more than 12 months before you complained in writing to the Member Agency or your complaint to the Ombudsman was more than 12 months after you received the Member Agency's final offer of settlement to answer. The Ombudsman will not consider your complaint until our internal current complaints process has been exhausted.
- The Ombudsman's Office may try to settle the dispute by agreement between you and Camerons Stiff Lettings Limited. If this is unsuccessful, the Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.
- The Ombudsman will then send their decision to you & Camerons Stiff Lettings Limited. You can accept or reject their decision. If you reject the Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman's decision.

Camerons Stiff Lettings Limited – June 2017

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