CAPITAL ROOMS

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or not speaking English as a first language.

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to:

Harry – Director
Address: Capital Rooms, Third Floor, 86-90 Paul Street, London, EC2A 4NE
Email: management@capitalrooms.co.uk

Please include as much detail as possible, outlining all the issues you would like considered, including relevant dates, names of any members of staff you dealt with, and where you are able to, enclosing/attaching any supporting evidence.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process.
Timescale: Within 3 working days of receiving your complaint.

Stage 3 – Our Investigation

Your complaint will be investigated and Harry (or a relevant member of staff if applicable) will provide a formal written response addressing your specific complaints, proposing resolutions where appropriate, and outlining our final response. Please be aware that because of the size of the organisation, we are unable to provide more than one formal investigation. Timescale: We aim to respond within 15 working days of receiving your complaint.

Stage 4 – The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman
www.tpos.co.uk
complaints@tpos.co.uk
Please note: TPO no longer accepts complaints by post. All referrals must be made online or via email.

Timescale: You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter. There is no charge for making a complaint.