



Capital Properties Management Ltd: Internal Complaints Handling Procedures

Here at Capital Properties 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

Capital Properties is a member of The Property Ombudsman Scheme (TPOS) and the Association of Residential Letting Agents (ARLA). By belonging to these organisations, we are required to follow strict professional standards.

Stage One – Office Manager

We would request that you initially make your complaint in writing to the Office. Upon receipt of your complaint he/she will assess your submission and will respond within five working days of receiving your written complaint.

Contact details:

Mr. Sean Brady

Capital Properties Management Ltd

466 Chiswick High Road

Chiswick, London W4 5TT

Email: homes@capitalproperties.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 Office Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Director will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

Contact details:

Mr George Baigey

Capital Properties Management Ltd

466 Chiswick High Road

Chiswick

London W4 5TT

Email: management@capitalproperties.co.uk



Residential Sales, Letting & Property Management

Proprietors: Capital Properties Management Ltd, 466 Chiswick High Road, Chiswick, London, W4 5TT Tel: 020 8995 5995 Fax: 020 8994 6374

Reg. Office: As above Reg. In England No. 331 5595 VAT No. 720 5589 37

www.capitalproperties.co.uk

Stage Three – Director

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint, yet again, to the Director, this must be done within 28 days of the letter received from him following stage two above. Your correspondence will be acknowledged within five working days and he will issue a Final Viewpoint letter within a further 10 working days.

Contact details:

Mr George Baigey

Capital Properties Management Ltd

466 Chiswick High Road

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London W4 5TT

Email: management@capitalproperties.co.uk

Stage Four - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman. You have twelve months from the date of the original complaint to refer your complaint to the Property Ombudsman.

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 Five – 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 ARLA.

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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