

SOVEREIGN HOUSE ESTATES LTD – COMPLAINTS PROCEDURE

1. Sovereign House Estates Ltd, a member of the property ombudsmen for scheme (TPOS), aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a grievance procedure is in place. This provides for the matter to be dealt with internally by a company director, and in the event that we are unable to deal with the matter to our mutual satisfaction, by reference to the OEA.
2. If you wish to make a complaint, in the first instance please contact the manager of the office that you instructed

The Manager
Sovereign House Estate Agents
213 Victoria Park Road
London
E9 7HD

The Manager
Sovereign House Estate Agency
176 Longwood Gardens
Ilford
Essex
IG5 0EW

3. Should your complaint remain unsolved then please contact:

Mr. Philip Castle
Director
Sovereign House Estates Ltd.
213 Victoria Park Road
London
E9 7HD
pc@sovereign-house.com

4. Your grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house procedures, and a reply sent to you within 21 working days of receipt of your letter.
5. If you are not satisfied with the outcome of our investigation, you are at liberty to have the matter referred to the TPOS, information for which will be provided to you by Sovereign House Estates Ltd. You are also entitled to have your grievance referred to the TPOS3 should we fail to deal with matters expeditiously, i.e. within 3 months of receipt of your original complaint.