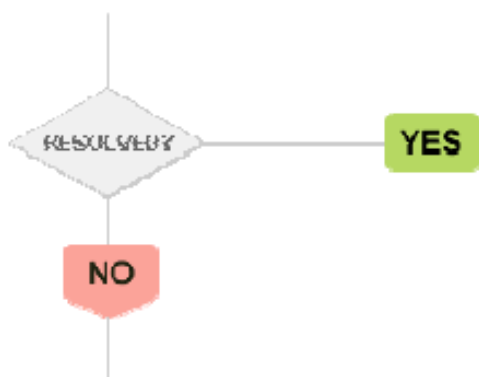


Complaints procedure

The Relocate-me complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Please follow this process:

Speak to your Negotiator or Manager

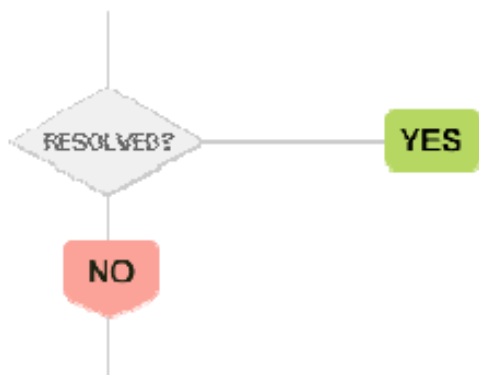
In order that your concerns are addressed as efficiently as possible we ask that you first raise the issues verbally with the Manager of the [Relocate-me office](#) concerned.



Write to the Director for the area/dept

Your complaint will be acknowledged within three working days of receipt and an investigation undertaken.

A formal written outcome of the investigation will be sent to you within 15 working days.



Write to the Director of Customer Services and Compliance of relocate-me

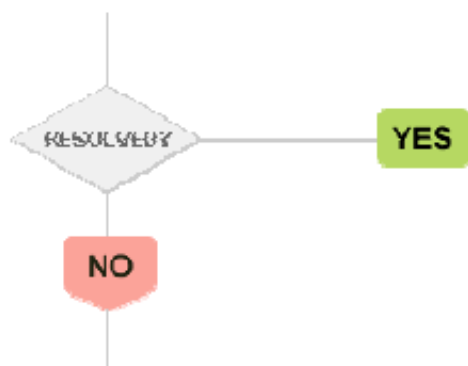
Director of Customer Services and Compliance

201 – 202 Upper Street, Islington, London, N1 1RQ

This complaint will also be acknowledged within three working days of receipt and an investigation undertaken.

A formal written outcome of this investigation will be sent to you within 15 working days.

Following the Director of Customer Services and Compliance's investigation, a written statement expressing relocate-me final view will be sent to you. This will include any offer made. This letter will confirm that you are entitled if dissatisfied to refer the matter to [The Property Ombudsman](#) within six months for a review.



Refer the matter to the Ombudsman