



Duke House, 15 Seymour Street, The Royal Arsenal, London. SE18 6SX

Phone: - 02089878045, Fax: - 02087112063

Email:-info@watershedproperty.co.uk, Website:-www.watershedproperty.co.uk

Complaints Procedure

Watershed Property put customer service at the centre of everything we do.

Information for Customers

Watershed Property is a Member of The Property Ombudsman (TPO), aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a complaints procedure in place. The aim of this process is to resolve any issues internally or concerns as quickly as possible.

Stage One- Manager

All complaints should, in the first instance, be directed to the Manager of the Branch. He or she will endeavour to resolve your complaint immediately, and no later than 5 working days of the first notification.

Stage Two- Director

If you remain dissatisfied, you may then further your complaint, which must be in writing to the director responsible for the Branch in question. You must write to them within one month of receiving the Branch response. The Branch manager can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three- Customer Relations Manager

If you remain dissatisfied, you may address your concerns in writing to the Customer Relations Manager within one month of the response from the director. Your letter will be acknowledged within three working days of receipt and you will be provided with a final view written response on behalf of the company within 15 working days of receipt of your letter.

Customer Relations

Watershedproperty Limited

Duke House, 15 Seymour Street, Royal Arsenal. SE18 6SX

Stage Four- The Ombudsman Service Limited

After you have received a response from the customer relations manager, you may approach The Property Ombudsman if you are not satisfied with the response given, Please Contact The Property Ombudsman Ltd to request an independent review

The Property Ombudsman Ltd

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

www.tpos.co.uk

Please note that you must do so within 12 months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.