

**PROCEDURE FOR RESOLVING CUSTOMER  
GRIEVANCES/COMPLAINTS**

**Grievances/Complaints**

1. Russell Collins – a Member of the Property Ombudsman for Estate Agents Scheme- aims to provide the highest standards of service to all our Customers. To ensure that your interests are safeguarded, a Grievance Procedure has been introduced. This provides for the matter to be dealt with internally by Mr P Upcraft – Admin, Mr D Upcraft - Lettings and Mr R Upcraft – Sales, and in the event that we are not able to deal with the matter to our mutual satisfaction – by reference to The Property Ombudsman.
2. If you believe you have a grievance, please write in the first instance to the Principal, Senior Partner or Director at the address below:  
  
MR D P Upcraft – 74 South Ealing Road, Ealing W5 4QB (for Lettings)
3. 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 15 working days of receipt of your letter.
4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the grievance reviewed by our Managing Director, Senior Partner etc. at the address given below.  
  
Mr P Upcraft – 102 South Ealing Road, Ealing W5 4QJ (Admin)
5. In the event that the final Review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to The Property Ombudsman within 12 months of our final decision, to whom information will be provided by this Firm. You are also entitled to have your grievance referred to the Property Ombudsman should we fail to deal with matters expeditiously I.E. within 8 weeks from the date of written notification to ourselves.

**The Property Ombudsman**  
**Address: 55 Milford St, Salisbury SP1 2BP**  
**Hours:**  
**Open 9AM, Closes 4:45PM Mon to Fri**  
**Phone: 01722 333306**  
**admin@tpos.co.uk**  
**www.tpos.co.uk**

**P. Upcraft F.N.A.E.A, M.A.R.L.A.**

**Lettings Office**

74 South Ealing Road  
Ealing  
W5 4QB

**T 020 8566 5454**

**E lettings@russellcollins.co.uk**

**www.russellcollins.co.uk**

**Property Management**

102 South Ealing Road  
Ealing  
W5 4QJ

**T 020 8566 4224**

**E admin@russellcollins.co.uk**

**www.russellcollins.co.uk**

