

Complaints Procedure

In light of our commitment to customer service, and in accordance with the guidelines of our membership with Safeagent and The Property Ombudsman, we are pleased to offer the following official complaints procedure;

If you have a complaint, which has not been satisfied at local office please, please follow the procedure set out below;

1. Jayne Roberts, Company Director, has been appointed to deal with complaints and you should write to her marking your letter Private & Confidential at the following address: Stanford Grey, Suite 120, The Beehive, Beehive Ring Road, Gatwick, Surrey, RH6 0PA or email jayne@stanfordgrey.co.uk
2. Whilst every effort would be made to satisfy your complaint orally, investigations into each matter, possibly including several individuals, do require that complaints are made in writing in order that a full reply can be made. Stanford Grey will always try to satisfy your complaint directly and as efficiently as possible.
3. Upon receipt of your written summary of the complaint, we will contact you within three working days to acknowledge receipt and inform you of our understanding of your complaint. You will be given the opportunity to respond with any additional comments you may have in relation to this.
4. Within seven days of receipt of your written summary, you will be written to by the person dealing with your complaint and what actions have been or will be taken in order to resolve it.
5. If during the intervening period negotiations follow to try and resolve the complaint then the seven day period for a final reply can be extended by mutual written agreement.
6. Stanford Grey are members of the Property Ombudsman and should we be unable to satisfy your complaint you are then able to contact them directly for arbitration only once this complaints procedure has been exhausted. This is a free to use service, and Stanford Grey must abide by their decision.