



## **COMPLAINTS PROCEDURE**

Beresford Residential are committed to providing the highest standard of service to all of our customers. To safeguard your interests we operate an internal complaints procedure which can be pursued in the event that a resolution has not been possible at branch level. This procedure involves an investigation of your complaint by a Senior Manager or Company Director.

In order for your complaint to be processed in accordance with our internal complaints procedure you should write to the Manager of the branch that you have been dealing with, including all evidence that you wish to be considered (including dates of significant events, copies of email correspondence). Your complaint should be put in writing and addressed to 'The Branch Manager' at one of the following locations:

Beresford Residential (Brixton Branch)  
91 Acre Lane, London, SW2 5TU  
Or, via email to [ryan@beresfordresidential.com](mailto:ryan@beresfordresidential.com)

Beresford Residential (Camberwell Branch)  
8 Camberwell Green, London, SE5 7AF  
Or, via email to [pete@beresfordresidential.com](mailto:pete@beresfordresidential.com)

Beresford Residential (West Norwood Branch)  
471-473 Norwood Road, London, SE27 9DJ  
Or, via email to [dannielle@beresfordresidential.com](mailto:dannielle@beresfordresidential.com)

Beresford Residential (Property Management Department)  
8 Camberwell Green, London, SE5 7AF  
Or, via email to [leanne@beresfordresidential.com](mailto:leanne@beresfordresidential.com)

Your complaint will be acknowledged within 3 working days, investigated thoroughly and a formal reply will be sent to you within 15 working days of receipt of your complaint.



If you are not satisfied with the outcome of our investigation, you are entitled to have the response to your complaint reviewed by a Company Director. If you wish to pursue this final stage of our internal complaints procedure, please forward a **one page summary** of your complaint to the following address:

The Company Directors  
Beresford Residential  
91 Acre Lane, London, SW2 5TU  
Or, via email to [info@beresfordresidential.com](mailto:info@beresfordresidential.com)

Your initial letter of complaint must be submitted within 6 months of the event that has gave rise to the complaint and a final response will be sent to you within a further 15 working days of receipt of your escalated complaint.

Please note that if your complaint relates to the actions or conduct of a Branch Manager, you should contact The Company Directors in the first instance and if a second/final response is required it will then be reviewed by a second Company Director.

In the event that the final review as detailed above still fails to satisfy your complaint, you are then at liberty to refer your complaint to the Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification. The matter must be brought to the Property Ombudsman within twelve months of the date of our final viewpoint letter.

You can contact the Property Ombudsman via:

The Property Ombudsman Ltd  
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP  
01722 333 306 | [www.tpos.co.uk](http://www.tpos.co.uk)

### **Please note the following:**

- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.