

Grantley Group Limited incorporating Red Clam Limited, Property Services (Haslemere) Limited and Grantley (Guildford) Limited aims to provide the highest standards of service to all our clients and customers but to ensure that your interests are safeguarded we offer the following:

- If you believe that you have a grievance please put it in writing, including as much detail as possible, and send it, in the first instance, to:

Mark Blakeway

mark.blakeway@grantley.net

Or

Grantley
Poyle House
24 Epsom Road
Guildford
Surrey, GU1 3LE

- The grievance will be acknowledged within 3 working days. We will then investigate your complaint. Your file will be reviewed and your complaint discussed with the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 days of sending the acknowledgement letter. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation please contact:

Jeannette Stevenson

Jeannette.stevenson@grantley.net

Or

The Grantley Group Ltd.
Poyle House
24 Epsom Road
Guildford
Surrey, GU1 3LE

- Our concerns will be acknowledged within 3 working days and we will write to you within 15 days of receiving your request for a review confirming our final viewpoint on the matter.
- If you are still dissatisfied you can then contact the Property Ombudsman using the details below to request an independent review:

Telephone: 01722 333306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within twelve 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.

Contacting Propertymark



Propertymark are the leading professional body for the property sector. They will investigate complaints against their members where evidence points to a breach in their Conduct and Membership Rules—this can lead to a disciplinary hearing.

In some cases, complaints may be resolved without a hearing, in which case you will be notified of the outcome in writing. If there is sufficient evidence to proceed, a disciplinary hearing will be held before an independent tribunal panel.

Visit their website for more information

propertymark.co.uk/professional-standards/complaints

01926 496 791 | complaints@propertymark.co.uk