

**2023**

**Robert Stanford Estates Ltd - t/as 'Stanford Estates' - Complaints Procedure**

Under the Rules and Regulations of The Property Ombudsman, which Robert Stanford Estates Ltd are guided by, we advise you of the following actions that we will take should you wish to make a complaint on any matter regarding a transaction with Robert Stanford Estates Ltd. Your complaint should be made in writing to Mr Ben Nicol, Company Director and can be posted to the company address at 2a Dartmouth Road, London, SE23 3XU.

- Your complaint will be recorded at the time that it is made and will be acknowledged within 3 working days.
- Robert Stanford Estates will deal with any representative that the complainant chooses to instruct on their behalf.
- After your complaint has been acknowledged, Robert Stanford Estates Ltd will conduct a full investigation into the matter. A formal written outcome will be posted out to you within 15 days of the acknowledgement of your complaint.
- The conclusion of your complaint will include a written statement of Robert Stanford's final view.
- Should you be dissatisfied with the outcome of this report then Robert Stanford are fully accredited by The Property Ombudsman for Sales & Lettings and you may wish to pursue further with them. Their details are as follows:

The Property Ombudsman  
Milford House, 43-55 Milford Street,  
Salisbury, Wiltshire, SP1 2BP  
01722 333 306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk) [www.tpos.co.uk](http://www.tpos.co.uk)

You would need to initially proceed through our internal complaints procedure prior to making a complaint to the Property Ombudsman, we would advise you to go to [www.tpos.co.uk](http://www.tpos.co.uk) for further information. Should you choose to take the matter further it must be done within 12 months of the initial Complaint.

Robert Stanford Estates Ltd are Members of The National Association of Estate Agents and accredited by the Property Ombudsman. Our good governance also requires us to work within the parameters of various acts pertaining to Misdescriptions and Data Protection and we are keen to continue to do so with diligence and fairness to our clients.

Yours sincerely



Ben Nicol  
Director