



**Gascoignes Residential (Claygate) Limited**  
**Trading as Grosvenor Billinghamurst**  
**Claygate & Hinchley Wood Offices**

**Complaints Procedure**

This note sets out the procedure we will follow in dealing with any client complaint:

1. We have appointed

Christopher Burton  
Grosvenor Billinghamurst  
2 The Parade  
Claygate  
Surrey  
KT10 0NU  
Tel: 01372 462323  
e-mail [Chris@grosvenorb.co.uk](mailto:Chris@grosvenorb.co.uk)

to deal with complaints. If you have any queries or if you would like to give the company any form of feedback about the service standards you have experienced, then please don't hesitate to contact him.

2. If you have initially made your complaint verbally – whether fact-to-face or on the phone – please also confirm it in writing, addressed to Christopher Burton.
3. Once we have received your written complaint, Christopher Burton will contact you in writing within three working days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within fifteen working days of his acknowledgement letter, Christopher Burton will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken, or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint, or the outcome of our internal investigation, you should refer to The Managing Director of our Parent Company, Gascoignes Property Services Ltd, Gareth Davies at 8 High Street, Cobham, Surrey, KT11 3DY Tel: 01932 588288 who will personally conduct a separate review of your complaint and contact you within fifteen working days to inform you of the conclusion of this review.
6. Alternatively, if you remain dissatisfied with any aspect of our handling of your complaint, then the matter can be referred to The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP (Tel: 01722 333306) [www.tpos.co.uk](http://www.tpos.co.uk).  
Please note that 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