



**Gascoignes Residential (Woking) Limited**  
**Trading as Grosvenor Billinghamurst**  
**Woking Office**

**Complaints Procedure**

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

1. We have appointed

Claire Fuller  
Grosvenor Billinghamurst  
5 Church Path  
Woking  
Surrey  
GU21 6EJ  
Tel: 01483 755067  
e-mail [claire@grosvenorb.co.uk](mailto:claire@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 her.

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 Claire Fuller.
3. Once we have received your written complaint, Claire Fuller 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 her acknowledgement letter, Claire Fuller will write to you, to inform you of the outcome of her 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