

In House Complaints Procedure



Written complaints may be sent to:

Richmond-Property
3 Elm Grove Didsbury Manchester M20 6PL
Fax: 0161 448 2111
Email: lettings@richmond-property.com

Verbal complaints may be made to: Tel: 0161 434 6666

Receiving complaints

The complaint information should be passed to the relevant manager.

On receiving the complaint it is recorded, kept on file and investigated to take appropriate action.

Complaints will be acknowledged by the person handling the complaint within 3 working days.

A formal written outcome of the investigation will be sent within 15 working days; a senior member of staff not directly involved in the transaction will deal with the complaint.

If the complaint remains dissatisfied you can further pursue this by contacting the Managing director on the contact details above and the review will be sent within 15 working days. Following the conclusion of the investigation a written statement expressing our final view will be sent to him/her.

If the complaint remains dissatisfied it can be passed on to The Property Ombudsman within 6 months of the final review:

The Property Ombudsman Milford House
43-45 Milford Street Salisbury Wiltshire
SP1 2BP
Tel: 01722 333306
Fax: 01722 332296