

## ***Not Happy? Here is our Complaints Procedure***

**If in the *unlikely* event that something does not go according to your expectation, you need to tell us about it to help us to improve our standards.**

As a member of SafeAgent and other established recognised agencies, as well as the Longest running (Record Breaking) member of the ULHS ( University of London Housing Service), **Amber Marsh Ltd** aims to provide the highest standards of service to all landlords and tenants and are committed to providing a professional service to all our clients and customers.

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

- If you believe you have a grievance, then in the first instance, please write to Amber Marsh at the following address: 7b Porchester Gardens, Bayswater, London, W2 4DB **or email if that easier support<< at>>[ambermarsh.co.uk](mailto:ambermarsh.co.uk)**
- The grievance will be acknowledged within 3 working days enclosing a copy of this procedure and then the matter will be Investigated thoroughly in accordance with established “in-house” procedures.
- This matter is dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A **formal written outcome** of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. We will write to you within 15 working days of receiving your request for a review, confirming our **final viewpoint** on the matter.
- If you feel we have *still* not sought to address your complaints (or more than 8 weeks has elapsed since the complaint was first made) you can request the involvement of a free and independent review from one of the following of your choice - The **ULHS** (University of London Housing Service), **BUT only IF YOU ARE A QUALIFYING MEMBER of the University of London Housing Service** on the 4th Floor of the ULU Building, Malet Street, WC1E 7HY you should call Tel 0207 862 8880 **OR** you can refer your complaint to The Property Ombudsman without charge:
- 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) - Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint , 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.

**Amber Marsh Ltd, 7B Porchester Gardens, Bayswater, London W2 4DB**  
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