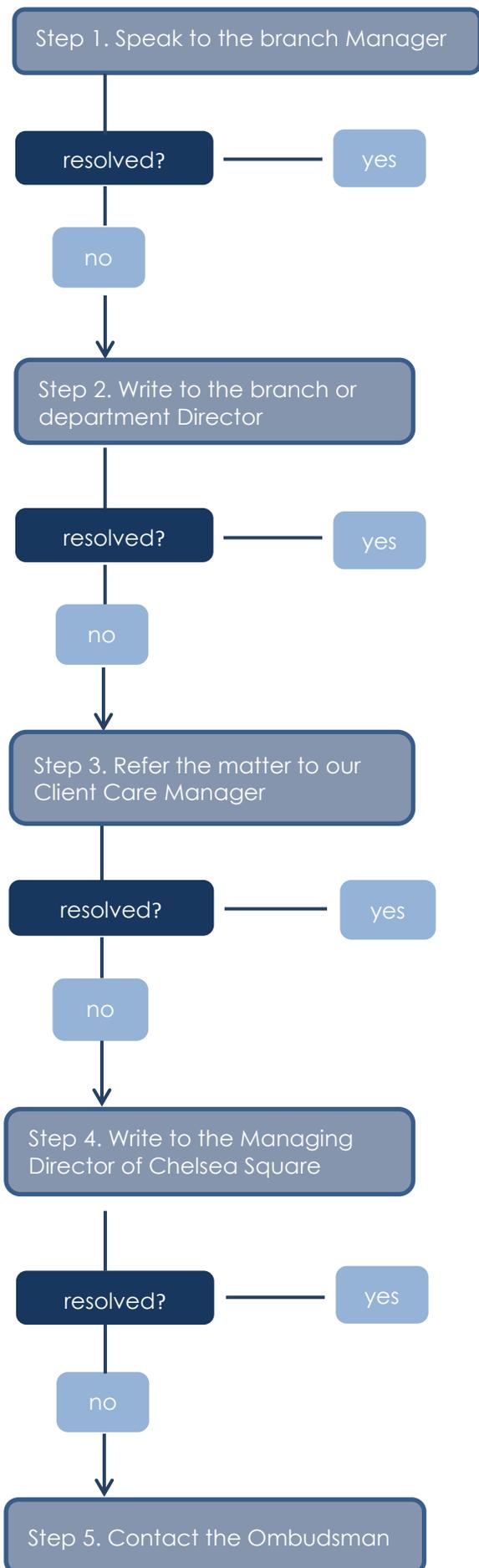


Chelsea Square Complaints Procedure

At Chelsea Square we value customer service highly and therefore any complaints from our clients are taken very seriously. To reflect our commitment to upholding a high level of customer service, we have the following complaints procedure in place:



1. We accept informal complaints either verbally or in writing, to your representative at the respective branch you dealt with. All contact details for the relevant staff members can be found on our website www.chelsea-square.co.uk/our-people. You need to outline details of what you are dissatisfied with, and what you would like Chelsea Square to do to rectify the situation.

We will endeavour to resolve your complaint immediately and you will be responded to within 10 working days. If this time frame is increased for any reason, we will inform you as to why that is.

2. A formal complaint can be made in writing to the Director for the department or the respective branch you have been dealing with. These contact details can again be found on our website www.chelsea-square.co.uk/our-people. The complaint should outline clearly what you wish Chelsea Square to do to further resolve your issue, with which information the Director will liaise with all parties involved in order to reach a satisfactory solution.

Any response from Chelsea Square to a formal complaint will address the issues raised and outline the steps we aim to take to further rectify the situation. Your complaint will be acknowledged within 3 working days and responded to within 10 working days. If this time frame is increased for any reason, we will inform you as to why that is.

3. We will investigate your complaint and endeavour to resolve it within five working days of notification. If the Department Director is unable to resolve your complaint then it will be passed to our Client Care Manager, who will:

- i) Review your matter and speak to the member of staff who acted for you.
- ii) Invite you to a meeting to discuss and hopefully resolve your complaint. If you do not want a meeting or it is not possible, our Client Care Manager will send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

4. Having received the response from Chelsea Square to your formal complaint, if you are still dissatisfied, you can refer the complaint in writing to the Managing Director. Contact details can be found on our website www.chelsea-square.co.uk/our-people.

You should expect an acknowledgement within 3 working days and a response within 21 days. If this time frame is increased, we will inform you as to why that is.

5. If after the impartial in-house review and having received a final view point from the Managing Director you remain dissatisfied, you can refer your complaint to Ombudsman Services within 6 months.

For more information please read the [Ombudsman Services: Property factsheet](#).