



Complaints Handling Procedure

At Argant Estates, we are committed to delivering the highest standard of service to all our clients. However, we recognise that occasionally things may go wrong. If you are dissatisfied with any part of our service, we want to hear from you. We treat all complaints seriously and as an opportunity to review and improve our processes.

1. Upon receiving your complaint, we will acknowledge it in writing within **3 working days**. Whether or not we believe the complaint is justified, we will treat it with the seriousness and respect it deserves. You will receive confirmation of next steps, including the name of the person handling your case and the expected timeline.
2. We will take the time to fully understand your concerns. Where appropriate, we will make reasonable adjustments for individuals who may be disadvantaged due to language, disability, age, economic circumstances, or other personal situations.
3. We aim to respond to your complaint in full within **15 working days**. If the matter requires further investigation, we will keep you informed and provide an updated timeframe.
4. If you remain dissatisfied after our initial response, we will carry out a senior-level internal review and issue a **Final Viewpoint Letter** within **8 weeks** of the original complaint. This letter will outline our final position and the rationale behind it.
5. If, after receiving our Final Viewpoint Letter, you are still not satisfied, you may refer your complaint to:

The Property Ombudsman (TPO)

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

Address: Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Tel: 01722 333 306

Complaints must be referred to TPO within **12 months** of receiving our final response.

Make a Complaint

To make a formal complaint, please **email us** with the subject line "Formal Complaint." Upon receipt, we will send you our **Complaints Template Form** to help guide you in submitting the necessary details to progress your complaint promptly.



Argant Estates

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Please note: TPO will not consider your complaint unless you have first completed our in-house complaints process, including receiving a **Final Viewpoint Letter**, or **8 weeks have passed** since your initial complaint without resolution.



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