



Complaints Handling Procedure

HES Residential Limited is a member of The Property Ombudsman Scheme (TPOS), and we are committed to providing the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have established the following complaints procedure.

The aim of this process is to resolve any customer issues or concerns as quickly as possible. In most cases, we hope that any issues can be resolved swiftly and amicably to the satisfaction of our customers at the branch level.

Branch Contacts:

- **Michelle Grinsell**
3 Bridge Street, Leatherhead, KT22 8BL
Tel: 01372 455244
info@hesresidential.co.uk
 - **Fraser Hewett**
1 Grove Road, SM1 1BB
Tel: 020 8642 2266
sutton@hesresidential.co.uk
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Stage One – Branch Manager or Branch Contact

If your complaint is initially made orally, you will be asked to provide a written summary of your complaint to the relevant Branch Contact or Manager of the estate agency branch you have been dealing with. We will acknowledge receipt of your complaint in writing within three working days of receiving it, enclosing a copy of this procedure. Only written complaints will be addressed under this procedure. We will endeavour to liaise with you swiftly and resolve your complaint promptly. A formal written outcome of our investigation will be sent to you no later than 15 working days from the date we send the acknowledgment letter.

Stage Two – Senior Management

If the Branch Contact or Manager is unable to resolve your complaint to your satisfaction, you may refer the matter to the Managing Director, Lawson Hewett, at 3 Bridge Street, Leatherhead, Surrey, KT22 8BL. The Managing Director will respond within 15 working days of receiving your request for a review and will confirm our final viewpoint on the matter.

The address to write to is:

HES Residential Limited,
3 Bridge Street, Leatherhead, Surrey, KT22 8BL

Stage Three – The Property Ombudsman

If you remain dissatisfied with the outcome after dealing with the Managing Director, and once you have received a Final Viewpoint letter, you may approach The Property Ombudsman.

Details on how to contact The Property Ombudsman will be included in the Final Viewpoint letter, which is our final response to your complaint. Information can also be found online at www.tpos.co.uk.

Please note, you must make your complaint to The Property Ombudsman within six months of the date of our Final Viewpoint letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure has been fully exhausted and you have received our Final Viewpoint letter.