

## Complaints Procedure

We are dedicated to delivering a professional service to every client and customer. If something does not meet your expectations, please let us know so we can address the issue promptly and continue to improve our service. To ensure we handle your concerns effectively, please submit any complaints in writing via letter or email. Upon receiving your complaint, we will acknowledge it and follow the response timelines outlined below. The full process should take no longer than 8 weeks.

We are mindful of individual needs and will make reasonable adjustments, where appropriate, to support those who may face disadvantages related to age, health, disability, language or numeracy skills, economic circumstances, bereavement, or non-native English proficiency.

### Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager – Anup Singh, so that he has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

Please put your complaint in writing either by letter or email and address it to myself,  
[anup@oadbyestates.co.uk](mailto:anup@oadbyestates.co.uk)

Please include as much detail as possible, outlining all issues you would like considered, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 14 working days. If you are unsure which member of staff to write to, your complaint should be sent to the Office Manager

### Visit

5 Stoughton Road  
Oadby  
Leicester  
LE2 4DS

### Contact

0116 271 3600  
[info@oadbyestates.co.uk](mailto:info@oadbyestates.co.uk)  
[www.oadbyestates.co.uk](http://www.oadbyestates.co.uk)

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## Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 4 working days of receipt and a response within 14 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

## Final Stage

If you are not satisfied with the final reply, then you have the following two options of pursuing the matter further:

1. We belong to the following Property Ombudsman Scheme and you can seek redress by contacting the scheme at: <https://www.tpos.co.uk/consumers/completing-the-complaints-form>
2. You can seek financial redress by commencing a money claim procedure at <https://www.moneyclaim.gov.uk/web/mcol/welcome>

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