

Complaints procedure

Property Link aim to provide excellent customer service, however we appreciate there may be an occurrence where by the customer may feel the need to raise a concern. Should you feel the need to address a complaint please follow our company complaints procedure.

Stage 1

Discuss the matter with the advisor you have been liaising with.

Stage 2

1. Should this not be resolved please write a formal letter and email it to info@propertylinklondon.com
2. Your complaint will be acknowledged within three working days of receipt.
3. We shall thoroughly investigate the complaint.
4. A formal written outcome of the investigation will be compiled and returned within 15 working days.

Stage 3

If you remain dissatisfied with the outcome and would like to escalate the complaint further, please write to the director of customer care at: admin@propertylinklondon.com or via post to the address listed below:

Property Link (Customer Care management) 193 Cranbrook Road, Ilford, Essex, IG1 4TA

1. Your complaint will be acknowledged within three working days of receipt.
2. We shall thoroughly investigate the complaint and review the handling procedures thus far
3. A formal written outcome of the investigation will be compiled and returned within 15 working days outlining Property Links view point on the matter, this will entail any offer made where applicable

Stage 4

If our final view point is not satisfactory to your standards, please follow the procedure in the letter which will contain the contact details for The Property Ombudsman.

Final contact point

Please be advised that if you wish to contact The Property Ombudsman (TPO), this must be done within 12 months of the date of the viewpoint letter.

The Property ombudsman's website contact is www.tpos.co.uk