



60 High Street  
Wimbledon Village  
London  
SW19 5EE

t: 020 3597 3484  
e: [info@elizabeth-wightwick.co.uk](mailto:info@elizabeth-wightwick.co.uk)  
[www.elizabeth-wightwick.co.uk](http://www.elizabeth-wightwick.co.uk)

## **Elizabeth Wightwick Lettings & Sales Complaints Handling Procedure Policy**

### **Introduction & Purpose**

Elizabeth Wightwick Lettings & Sales (“the Company”) is committed to providing a high standard of service to all clients, tenants, landlords, prospective customers, and other stakeholders. We accept that sometimes things may go wrong, and complaints are a useful means to identify areas for improvement. This procedure sets out a clear, fair, and timely method for addressing complaints, ensuring that they are dealt with consistently, impartially, and transparently.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction about the standard of service, actions, or omissions of the Company, staff, or contractors. This includes failures to follow regulations, negligence, misrepresentation, poor communication, or administrative errors.

### **Scope & Who Can Complain**

This policy applies to prospective, current, or former clients, tenants, landlords, or other parties connected to our services. Complaints may be made orally or in writing.

### **Principles & Standards**

Complaints will be handled seriously, respectfully, promptly, and confidentially. Each complaint will be acknowledged within 7 calendar days, investigated thoroughly, and a written final response will be issued within 28 calendar days.

### **Complaints Handling Stages**

**Stage 1 – Informal Resolution:** Complainants should first raise concerns with the staff member involved or a senior colleague. The staff member should aim to resolve the issue within 5 working days.

**Stage 2 – Formal Written Complaint:** If unresolved, the complaint should be escalated in writing to the Complaints Officer, Elizabeth Wightwick (Director). The complaint should include the complainant’s details, a description of the issue, and desired resolution. A written acknowledgment will be issued within 7 days, and a Final Response provided within 28 days.



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**Stage 3 – Independent Redress:** If still dissatisfied, the complainant may refer the matter to The Property Ombudsman within 12 months of the final response.

### **Contact for Complaints**

Complaints Officer: Elizabeth Wightwick, Director  
Elizabeth Wightwick Limited  
60 High Street, Wimbledon, SW19 5EE  
Email: [admin@elizabeth-wightwick.co.uk](mailto:admin@elizabeth-wightwick.co.uk)

### **The Property Ombudsman (TPO)**

If you remain dissatisfied after receiving our Final Response, you may refer your complaint to:

The Property Ombudsman (TPO)  
Milford House, 43-55 Milford Street, Salisbury, SP1 2BP  
Telephone: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

You must refer your complaint to TPO within 12 months of our final response.

### **Record Keeping & Monitoring**

All complaints will be logged in a central register, including dates, outcomes, and actions taken. The register will be reviewed quarterly to identify trends and service improvements.

### **Remedies & Redress**

Where a complaint is upheld, remedies may include an apology, corrective action, financial redress, or other proportionate responses.

### **Review**

This policy will be reviewed annually or sooner if regulations or best practices change. The latest version will always be available on our website or by request.