



**GRIFFIN**  
THE PROPERTY PEOPLE

**Griffin Residential Group**  
**(inc Companies Trading as 'Griffin')**  
**Reviewed July 2021**

Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have three weeks (21 working days) to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. N.B Response times during COVID-19 maybe vary.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the branch Manager who will review your matter file and speak to the member of staff who acted for you.
3. A response will be sent in the prescribed time frames with response.
4. You have a right to appeal. Any appeal will be dealt with an independent member of staff at our head office. This will be a full and final viewpoint on the matter.
5. If you are still not satisfied with our full and final viewpoint, you can then contact the The Property Ombudsman, [01722 333306](tel:01722333306) / [www.tpos.co.uk/contact](http://www.tpos.co.uk/contact) about your complaint. Normally, you will need to bring a complaint to The Property Ombudsman within twelve months of receiving a final written response from us about your complaint The Property Ombudsman will require you to have initially to have spoken to our office and you must of received the full and final viewpoint before TPOS will hear your complaint.



[www.griffingroup.co.uk](http://www.griffingroup.co.uk)



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**Lettings: 01375 397872 Sales: 01375 382666**

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