



Amax Estates & Property Services
169 Parrock Street
Gravesend
Kent
DA12 1ER
Telephone: 01474 564444
Website: www.amaxestates.com

Complaints Handling Procedure

Amax Estates and Property Services Limited have in place a Complaints Handling Procedure, which meets regulatory requirements. This Procedure has two stages, as follows:

Stage One gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage Two.

Stage Two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider.

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint via email or letter to:

Amax Estates and Property Services Limited
169 Parrock Street, Gravesend, Kent, DA12 1ER
Tel: 01474 564444
Email: info@amaxestates.com
Website: www.amaxestates.com

We will acknowledge receipt of your complaint within 3 working days and will consider your complaint as quickly as possible. We aim to provide a full response within 15 working days however if this is not possible an update on what is happening in relation to your complaint will be provided within this timeframe.

Stage Two

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

We have chosen to use the following redress providers:

The Property Ombudsman Limited
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury
Wiltshire
SP1 2TJ
Tel: 01722 333306
Website: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.