



SKAMPI – SUITE 1, REAR OF 109 GEORGE LANE, SOUTH WOODFORD, LONDON, E18 1AN

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www.skampi.co.uk

CUSTOMER COMPLAINTS HANDLING

PROCEDURE

As a firm accredited by the National Approved Letting Scheme, Skampi aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safe guarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Mr. M. A. Mallick at the address: SKAMPI, Suite 1, Rear of 109 George Lane, South Woodford, London, E18 1AN or info@skampi.co.uk
- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in house” procedures. A formal written outcome of the complaint will be sent to you (e-mail or letterform) within 15 working days from the original complaint. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact Ms Kay Solanki who will review the complaint.
- Following the conclusion of our in house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in house review of the complaint, you can refer the matter to The Property Ombudsman, Milford house, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Email: admin@tpos.co.uk

Tel: 01722 333 306

Website: www.tpos.co.uk



National Approved Letting Scheme - membership number A3033

Tenancy Deposit Scheme - membership number G08071

MR M. A. MALLICK T/A SKAMPI
REGISTERED ADDRESS: 10-16 TILLER ROAD, LONDON, E14 8PX
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