



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

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CUSTOMER COMPLAINTS HANDLING **PROCEDURE**

Here at Skampi we aim 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



MR M. A. MALLICK T/A SKAMPI
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