

Gregory Residential Ltd
11 Leicester Road Blaby, Leicestershire, LE8 4GR
Tel: 0116 2789624 / Fax: 0116 2789625
E-mail: enqs@gregoryresidential.co.uk

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed:-

Kevin J Gregory
Gregory Residential Ltd
11 Leicester Road
Blaby
Leicestershire
LE8 4GR

To deal with complaints. If you have a question or if you would like to make a complaint please do not hesitate to contact him.

2. If you have initially made your complaint verbally – whether face to face or on the ‘phone – please also make it in writing to Kevin Gregory.
3. Once we have your written complaint Kevin Gregory will contact you in writing within 14 working days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within 28 days of receipt of your written summary, we will write to inform you of the outcome of the internal investigation into your complaint and to let you know what actions we have taken or will take.
5. Business clients only: If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review then we can discuss whether we can agree to go to mediation according to the mediation process run by the Royal Institution of Chartered Surveyors 12 Great George Street (Parliament Square), London SW1P 3AD t: +44 (0)24 7686 8555.
6. Consumer clients only: If you are still unhappy with the result of any of the above, you can refer your complaint to The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP