

COMPLAINTS POLICY

Becker and Co values all our customers highly, and we believe you have the right to a fair, prompt and courteous service at all times. This document sets out our complaints procedure.

1. Making a complaint

Please make all complaints to Becker and Co in writing to:

Becker and Co
643 Watford Way
Mill Hill
London
NW7 3JR

Alternatively, complaints can be emailed to info@beckerandco.com.

2. Acknowledgement

We will acknowledge your complaint within **7 working days** of receipt. We will endeavour to deal with your complaint promptly, effectively and positively.

3. Investigation

We will investigate your complaint and endeavour to provide you with a **final response within 4 weeks** of receiving your complaint. If we are unable to do so within this timeframe, we will provide you with an update.

4. Final response

We will endeavour to provide a final response within **8 weeks** of receiving your complaint. If we are unable to do so, we will write to you explaining the reason for the delay and advise you when you can expect to receive our final response.

5. Further action

If **8 weeks have passed** since you made your complaint and you have not received a final response, or if you remain dissatisfied with our final response at any stage of the process, you may refer your complaint to:

Propertymark
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Email: compliance@propertymark.co.uk

Website: www.tpos.co.uk/consumers/makeacomplaint