

How to raise a complaint

You can speak in confidence, to a member of the William Theakston team.

If you drop in or telephone our office we will discuss the best way to try and resolve your concerns. If you write to us it would be helpful to include a contact telephone number so we can call you to talk about your concerns. This will help to save time and we may be able to sort things out straight away. You may find it helpful to think about exactly what you want our agency to do that will resolve the matter for you. If a relative or friend is making a complaint on your behalf we will need your written consent before we can discuss information about you with them.

William Theakston
281 Broadway
Bexleyheath
Kent
DA6 8DG

T: 020 8304 0997
e: property@williamtheakston.com
Company Registration: 9141721
VAT No: 212442454

What will you do to resolve my complaint?

Once we have received your concern or complaint we will discuss with you the best way to deal with the matter.

This could be:

- Over the telephone
- At a meeting with a Manager or Director
- By an in-depth investigation with a written response
- By an independent external body
- A combination of the above

If you are still dissatisfied you can then ask The Property Ombudsman to review the way our agency has dealt with your concern or complaint. The Ombudsman is independent of William Theakston and there is no charge for this service. The Ombudsman may investigate complaints on your behalf but only after they have been investigated by our agency:-

The Property Ombudsman (TPO):
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

T: 01722 333306
e: admin@tpos.co.uk

PLEASE NOTE

If a letter is delivered by hand by 5pm to our office at 281 Broadway Bexleyheath Kent DA6 8DG and evidence is kept of its delivery, the letter will be deemed delivered the next working day (which excludes Saturdays, Sundays & Public Holidays). If the letter is sent by registered or recorded delivery post, it will be deemed delivered upon proof of delivery being obtained. If the letter is sent by ordinary first class post (and reasonable evidence is kept of delivery) it will be deemed delivered 2 working days later (excluding Saturdays, Sunday and Public Holidays).