

Complaints procedure

The Fraser & Co complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Please follow this process:

Speak to a Negotiator or Manager

In order to ensure that your concerns are addressed as efficiently as possible, we ask that you first raise the issue verbally or in writing with the manager of the Fraser & Co office concerned.

Write to the Company Sales/Lettings Director

Your complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 15 working days.

Write to the HR Manager or Company Director of Fraser & Co

HR and Facilities Manager
Anita Romer
Unit 12, West End Quay
1 South Wharf Road
London
W2 1JB

Refer the matter to the Ombudsman

This complaint will also be acknowledged within three working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 15 working days. Following the HR Manager's and Company Director's investigation, a written statement expressing Fraser & Co's final view will be sent to you. This will include any offer made. This letter will confirm that you are entitled if dissatisfied to refer the matter to The Property Ombudsman within six months for a review.
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