

## **Skyrise Consultancy Ltd- Customer Complaints Procedure**

We are committed to providing you with a high standard of service, however, there may be occasions where our service falls short of your expectations. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to Skyrise Consultancy Ltd, Devonshire Business Centre, 582 Honeypot Lane, Stanmore, HA7 1JS or if you prefer you may telephone us on 020 3752 2700 or visit our Stanmore office. Alternatively, you may forward details of your dissatisfaction by email to [chetan@skyriseconsultancy.com](mailto:chetan@skyriseconsultancy.com). We will then respond in line with the time frames stipulated below:

- Your concern will be considered by a responsible member of staff who will investigate the matter.
- We will send you written acknowledgement of the receipt of your complaint within 3 working days of receiving it.
- You will be told in a written acknowledgement who will be responsible for investigating the issues raised.
- A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the complaint.
- If further time is required to investigate your concerns you will receive a written explanation for the delay.
- If at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by senior management.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman without charge. We are members of the Property Ombudsman.

The Property Ombudsman  
Milford House,  
43-55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP

Telephone 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.