In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1 - Your Complaint

Please put your complaint **in writing either by letter or email and address it to Andrew Binstock (Managing Director).**

Please include as much detail as possible, **including dates, names of any members of staff you dealt with and, where possible, enclose/attach any supporting evidence.**

5 Hampstead Gate,
1a Frognal, Hampstead,
London, NW3 6AL

info@auctionhouselondon.co.uk

Stage 2 - Our Acknowledgement

Timescale: Within 3 working days of receiving your complaint

Your complaint will be acknowledged and we will start our in-house complaints process.

Stage 3 - Our Investigation

Timescale: Within 15 working days of receiving your complaint

Your complaint will be investigated and one of the Directors/Managers **will provide a formal written response** addressing your specific complaints and proposing resolutions where appropriate.

Stage 4 - Final Viewpoint

Timescale: Within 15 working days of receiving your request for a further review

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by all of our Directors. This will outline our final viewpoint on the matter.

Stage 5 - The Property Ombudsman

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If our final viewpoint **does not resolve matters (or more than 8 weeks have elapsed since the complaint was first made)** you can request an independent review from The Property Ombudsman without charge.

If we have not addressed your complaint within 8 weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.

The Property Ombudsman

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