

Customer Complaints Procedure



We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

Victor Michael
74 Leytonstone
Road London
E15 1SQ

Phone: 020 8519 2000
Email: stratford@victormichael.com

WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days, this will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns, you will receive a written explanation for the delay.

ESCALATING THE COMPLAINT

Let us know if you feel your complaint has not been fully addressed. Your concerns will be acknowledged within three working days of receipt and your complaint will be re-reviewed by a senior staff member.

Where possible, a final response will be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third-party.

CONFIDENTIALITY

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.



CONTACTING OUR INDEPENDENT REDRESS SCHEME

If you are not satisfied with the outcome issued within our final response, we advise that you contact our independent redress scheme.

An independent redress scheme is a free, independent body set up to resolve disputes between consumers and businesses—that have not been resolved internally. Their decisions are binding on both parties.

WHEN TO CONTACT

Independent redress schemes will only review complaints that have concluded with a final response from the agent, or if eight weeks have elapsed since the complaint was first made.



Membership number: N02765

The Property Ombudsman

Address: Unit 159756, PO Box 7169, Poole, BH15 9EL

Phone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

You must refer your complaint to the Redress Scheme within 12 months of our final response.

CONTACTING PROPERTYMARK

Propertymark are the leading professional body for the property sector. They will investigate complaints against their members where evidence points to a breach in their Conduct and Membership Rules—this can lead to a disciplinary hearing.

In some cases, complaints may be resolved without a hearing, in which case you will be notified of the outcome in writing. If there is sufficient evidence to proceed, a disciplinary hearing will be held before an independent tribunal panel.

Visit their website for more information

**propertymark.co.uk/professional-standards/complaints
01926 496 791 | complaints@propertymark.co.uk**



**THE PROFESSIONAL BODY
FOR THE PROPERTY SECTOR**

INSURANCE COMPLAINTS

If your complaint relates to insurance, it will be dealt with separately to ensure compliance with regulation rules. Any insurance-related matters will be acknowledged within five working days and can be reported by phone, post, email, or you can pop into your local branch and talk to one of our advisors.

Whilst we will endeavour to respond as soon as possible, please allow up to eight weeks for a final response. If we are unable to respond fully within four weeks of receiving your complaint, we will provide an update. Following our final response, if you are unhappy with the outcome, you can refer the matter to the Financial Ombudsman Service:

Financial Ombudsman Service

**Exchange Tower, Harbour Exchange Square
London, E14 9SR**

**complaint.info@financial-ombudsman.org.uk
08000 234 567 | financialombudsman.org.uk**

You need to follow our complaints procedure before referring your complaint to the Financial Ombudsman Service. You must also contact them within six months of receiving our final response.

Victor Michael Limited is registered in England and Wales under company number: 04559762.
Registered Office: 74 Leytonstone Road, London, E15 1SQ.

COMPLAINTS PROCEDURE

Victor Michael Limited aims to provide the highest standards of service to all our clients, but to ensure that your interests are safeguarded, we offer the following:

Stage1 – Department Manager

At Stage 1, your complaint will be addressed by the manager of the department, who will look into the query raised by you, and discuss the matter with the member of staff to assess whether the response given is fair and impartial.

We will acknowledge all written complaints within 3 working days.

We aim to resolve complaints quickly and effectively and would expect to give you our decision at Stage 1 within 15 working days, unless there are exceptional circumstances, then we will advise if extra time is needed in writing.

If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after you get our initial decision.

Stage2 – Senior Manager

At Stage 2, your complaint will be addressed by a senior manager of our company, who deals with the day-to-day management of members of staff, and the implementation of the Company's policies and procedures. If you wish to pursue your complaint further, please send in a written complaint to the following:

Mr Taher Boksh
Victor Michael Ltd
74 Leytonstone Road
Stratford
London
E15 1SQ
E: taher@victormichael.com

If you are still not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 3 of the complaint procedure. You may choose to do this immediately or shortly after you get our initial decision.

Stage 3 – Complaints Department

At Stage 3, your complaint will be addressed by the Complaints Department of our company, who deals with the review of existing policies and procedures, and also with implementing any new procedures that may be required. If you wish to pursue your complaint further, please send in a written complaint to the following:

Miss Risha Jethwa
Victor Michael Ltd
74 Leytonstone Road
Stratford
London
E15 1SQ
E: risha.jethwa@victormichael.com

The response from the Complaints Department will be the "final response". 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 dissatisfied with our response, you have recourse to pursue your complaint to our external governing bodies.

DATA PROTECTION COMPLAINTS

Should you wish to raise a complaint regarding the handling of your personal data, then you may do so by contacting us either by email or letter using the details provided below.

Data Protection Officer (Risha Jethwa)
74 Leytonstone Road
Stratford
London
E15 1SQ

risha.jethwa@victormichael.com

All data protection complaints will be acknowledged within 30 calendar days of receipt.

Complaints will be investigated promptly, fairly, and without undue delay, and the complainant will be informed of the outcome of the investigation as soon as reasonably practicable.

A record of all complaints, investigations, decisions, and actions taken will be maintained. If you remain dissatisfied with the outcome, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO):

Website: **www.ico.org.uk**
Telephone: **0303 123 1113**
Address: **Wycliffe House**
Water Lane
Wilmslow
Cheshire
SK9 5AF

REPORTING TO THE ICO

If you make a complaint to the Information Commissioner's Office (ICO), they may assess whether your concern falls within its remit and, where appropriate, request information from both you and the organisation involved. The ICO can review how your personal data has been handled and determine whether any action is necessary to ensure compliance with data protection law, which may include issuing recommendations, requiring corrective measures, or taking other regulatory action.

This procedure will be reviewed periodically, and at least annually, to ensure it remains effective, up to date, and compliant with applicable data protection legislation, regulatory guidance, and organisational requirements. Reviews may also be undertaken in response to changes in legislation, guidance issued by the Information Commissioner's Office (ICO), significant changes to our processing activities, or following the identification of issues arising from complaints, audits, or investigations. Any amendments to this procedure will be approved by the appropriate authority within the organisation and communicated to relevant personnel as necessary.

THE PROFESSIONAL BODY FOR DATA PROTECTION AND INFORMATION RIGHTS LAW

