



Amax Estates & Property Services  
169 Parrock Street  
Gravesend  
Kent  
DA12 1ER  
Telephone: 01474 564444  
Website: [www.amaxestates.com](http://www.amaxestates.com)

### **Complaints Handling Procedure**

Amax Estates and Property Services have in place a Complaints Handling Procedure, which meets regulatory requirements. This Procedure has two stages, as follows:

Stage One gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage Two.

Stage Two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider.

#### **Stage One**

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint via email or letter to:

**Amax Estates and Property Services Limited**  
**169 Parrock Street, Gravesend, Kent, DA12 1ER**  
**Tel: 01474 564444**  
**Email: [blockm@amaxestates.com](mailto:blockm@amaxestates.com)**  
**Website: [www.amaxestates.com](http://www.amaxestates.com)**

We will acknowledge receipt of your complaint within 3 working days and will consider your complaint as quickly as possible. We aim to provide a full response within 15 working days however if this is not possible an update on what is happening in relation to your complaint will be provided within this timeframe.

#### **Stage Two**

**If you are still not satisfied after the last stage of the in-house complaint procedure (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 have chosen to use the following redress providers:

**The Property Ombudsman (TPO)**  
**Milford House**  
**Salisbury**  
**Wiltshire SP1 3BP**  
**Tel: 01722 333306**  
**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 of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.