



TEA Complaints Process

The Estates Agent is a member of The Property Ombudsman Scheme (TPOS) and we strive to provide the highest level of service to all our customers.

We welcome all feedback should there ever be occasions where things don't go to plan so that your interests can be safeguarded and we have an opportunity to rectify any mistakes.

We aim to resolve all customer concerns at the earliest opportunity and, in most cases, informal issues can be resolved quickly and amicably with your point of contact within the TEA team. Our Complaints Process sets out what you should do if you then wish to raise a formal complaint. Please note, the TPO will not consider complaints until our internal procedure has been completed in full.

Stage One – Property Sales & Services Manager

In the first instance, formal complaints should be directed to the head of the department (or, should your complaint concern this member of staff, their co-manager or line manager). Your complaint will be acknowledged in writing within 3 working days and we will endeavour to resolve the matter at the earliest opportunity (and within 15 working days*).

Stage Two – Management Team

If you remain dissatisfied with the response from Stage One, you can appeal the decision within 10 working days and request a review of your complaint by writing to the Management Team. Your grievance will be acknowledged within 3 working days and we will send you a final written outcome response within 20 working days*.

The address to write to is The Management Team, TEA, 6-8 Vestry Street, London N1 7RE (or email info@theestatesagent.co.uk).

*Some complaints may be more complex and should longer be required to investigate fully, you will be notified in writing with an explanation and indication of the timescale.

Stage Three – The Property Ombudsman

Should you remain dissatisfied once you are in receipt of our Stage Two response, you may contact The Property Ombudsman within 12 months of our final outcome letter.

The TPO can be contacted at: Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP, by telephone on 01722 333306, by email at admin@tpos.co.uk, or via their website at www.tpos.co.uk.