

Neighbour Estate Agent Ltd

## In-House Complaints Procedure

### Our Commitment

At Neighbour Estate Agent Ltd, we are committed to providing a professional, transparent and high-quality service. If you are dissatisfied with any aspect of our service, we want to hear from you so that we can investigate your concerns and work towards a fair resolution.

This procedure has been prepared in accordance with the requirements of The Property Ombudsman (TPO) Code of Practice.

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## Stage One – Formal Complaint

If you have a complaint, please put it in writing and provide as much detail as possible, including:

- Your full name and contact details;
- The property address (if applicable);
- Details of the complaint;
- Copies of any relevant correspondence or documents; and
- The resolution you are seeking.

Complaints should be sent to:

**Jamie Ford**  
Branch Manager  
Neighbour Estate Agent Ltd  
33 Lower Addiscombe Road  
Croydon  
CR0 6PQ

Telephone: 0208 187 1199  
Email: [hello@theneighbour.co.uk](mailto:hello@theneighbour.co.uk)

We will acknowledge receipt of your complaint within **3 working days**.



33 Lower Addiscombe Rd  
Croydon CR0 6PQ

+44 (0)20 8187 1199  
[theneighbour.co.uk](http://theneighbour.co.uk)

Reg No.12855452  
VAT No. 363456192

Your complaint will be investigated by a senior member of staff who has not been directly involved in the matter wherever possible.

We aim to provide a full written response within **15 working days** of receiving your complaint. If we require additional time to complete our investigation, we will keep you informed and explain the reason for any delay.

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## Stage Two – Final Review

If you remain dissatisfied with our Stage One response, you may request a further review.

Your request should be made in writing within **28 days** of receiving our Stage One response and should explain why you remain dissatisfied.

The complaint will then be reviewed by:

**Niven Toolan**  
Director  
Neighbour Estate Agent Ltd

The Director will conduct an independent review of the complaint and issue a **Final Viewpoint Letter** within **15 working days** of receiving the escalation request. If additional time is required, we will advise you accordingly.

The Final Viewpoint Letter will set out:

- The outcome of our investigation;
- Any actions we propose to take;
- Our final position regarding the complaint; and
- Information about referring the matter to The Property Ombudsman should you remain dissatisfied.

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## The Property Ombudsman

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if more than **8 weeks** have elapsed since your complaint was first made and we have not resolved the matter, you may refer your complaint to The Property Ombudsman.

Any referral must be made within **12 months** of the date of our Final Viewpoint Letter.



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The Property Ombudsman

Milford House  
43–55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333306

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

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

Please note that The Property Ombudsman will normally only consider complaints that have first been dealt with through our In-House Complaints Procedure.

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