

Complaints Handling Process

At Lyons London, we prioritise safeguarding your privacy and are dedicated to delivering a professional service to all our clients and customers. If any aspect of our service falls short of your expectations, we encourage you to communicate your concerns to us. Your feedback is invaluable in helping us enhance our standards.

To lodge a complaint, kindly submit it in writing, providing as much detail as possible. We will promptly acknowledge receipt of your complaint within three working days, along with a copy of our complaints procedure. Should you feel that we haven't adequately addressed your concerns within eight weeks, you have the option to refer the matter to the Property Ombudsman for an independent review.

Here's a step-by-step overview of our complaints handling process:

Acknowledgment: Upon receiving your complaint, we will send you a letter within three working days, acknowledging receipt and enclosing a copy of this procedure.

Investigation: Your complaint will be investigated, typically by our office manager. They will review your file and consult with the staff member involved. A formal, written outcome of our investigation will be sent to you within 15 working days of the acknowledgment letter.

Review: If you remain dissatisfied after the initial investigation, you can contact us again. We will then arrange for a separate review by a senior member of our staff. We will provide a written response within 15 working days of receiving your request for a review.

Final Viewpoint: Following the review, we will write to you within 15 working days, confirming our final viewpoint on the matter.

If you choose to escalate the matter to The Property Ombudsman, their contact information is as follows:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Phone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, along with any supporting evidence.

The Property Ombudsman mandates that all complaints go through our in-house procedure before being considered for an independent review.
