

At Chase Buchanan, we endeavour to provide the highest levels of service. We do however recognise that on occasion things do not go according to plan. In such instances, Chase Buchanan operates an internal complaints procedure.

In the first instance, please contact the manager of the office or department concerned. If you are unable to resolve the matter with the branch/department manager and wish to escalate your complaint, please send a summary of your complaint by email\* to [customer.service@campionsgroup.co.uk](mailto:customer.service@campionsgroup.co.uk) or write to:

### Customer Services

44-48 Old Brompton Road,  
London, SW7 3DY




We will acknowledge receipt of your written complaint within 3 working days, and tell you who will be investigating your complaint.

Within a further 15 working days the relevant person will write to you to inform you of the outcome of the investigation into your complaint and to let you know what (if any) actions have been or will be taken. If a longer period is required to consider your complaint you will be notified in writing with a revised timescale.

If you remain dissatisfied (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.

### The Property Ombudsman

Milford House 43-55  
Milford Street  
Sailsbury  
Wiltshire, SP12BP

 01722 333 306  
 [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
 [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that The Property Ombudsman will only review complaints made by consumers of Chase Buchanan Residential Sales and Lettings services made within 12 months from the date of our final viewpoint.

*\*Where possible, Chase Buchanan will make reasonable adjustments to accommodate customers with disabilities. Please contact your local branch to discuss your requirements and they will then request a senior member of staff to contact you to escalate the matter further.*