

Ram Estate Ltd  
57 High Street  
Ilford  
Essex IG6 2AD  
Tel. 020 8550 8788

## **Complaints Handling Policy**

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have set out the process below. If we have not resolved it within the time frame below you are at liberty to raise your complaint with the Property Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Property Manager, Kareena Bhurosah, who will review your complaint and speak to the member(s) of staff who had dealings with you.
3. Kareena Bhurosah will then write to you with the outcome of her investigation within 15 working days of receipt of your original complaint.
4. If you remain dissatisfied with the formal written response you receive, you are at liberty to raise this matter with the Managing Director, Sutha Subaram, and request a full review of the complaint and subsequent written response from Kareena Bhurosah.
5. Managing Director, Sutha Subaram, will write to you within 14 days of receiving your request for a review, and confirm our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the

The Property Ombudsman,  
Milford House,  
43-55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP  
Or via email to [admin@tpos.co.uk](mailto:admin@tpos.co.uk)