

Eazy Property Ltd
118 Pall Mall
St.James's
London SW1Y 5EA
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, Humaira Salamat, who will review your complaint and speak to the member(s) of staff who had dealings with you.
3. Humaira Salamat 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, Suthakaran Subaram, and request a full review of the complaint and subsequent written response from Humaira Salamat.
5. Managing Director, Suthakaran 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. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
7. 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