



## **Customer Care at Anderson Rose**

At Anderson Rose, we are committed to delivering excellent customer service and believe in treating all our customers with the utmost courtesy and respect. We will behave with honesty and integrity at all times and work proactively to secure the best buyer or tenant for your property, overcoming any unforeseen issues that may prevent your property from either being sold or let.

However, occasionally things do not always quite go according to plan and we have therefore put a step by step guide in place for our clients should it be necessary to bring any such matters to our attention in writing in full:-

### **1) Office Investigation**

The office you have been dealing with and know you and your transaction best would hope to be able to resolve any issue as quickly as effectively and as professionally as possible.

Your complaint will be acknowledged within 3 working days of receipt.

An investigation will be promptly undertaken with a formal written outcome sent within 15 working days.

### **2) Senior Review**

If you feel that your issue has not been dealt with efficiently / resolved to your satisfaction by the office you have been dealing with, a full review shall be conducted on your behalf by a senior member at Head Office.

A written statement expressing a final view from the relevant senior member at Head Office will be provided within 15 working days.

Please outline your concerns in full in writing to:

Customer Care  
Anderson Rose  
Cardamom Building  
31f Shad Thames  
London,  
SE1 2YR

Or

Email: FAO Customer Care to [towerbridge@andersonrose.co.uk](mailto:towerbridge@andersonrose.co.uk)

**3) Referral to governing body**

We sincerely hope that we would be able to resolve your issue in steps 1 or 2 above. However, if you remain dissatisfied you are entitled to seek redress through The Property Ombudsman who provide a free independent service for dealing with unresolved disputes.

Their contact details are:-

The Property Ombudsman  
Beckett House  
4 Bridge Street  
Salisbury  
Wiltshire  
SP1 2LX

Tel: 01722 333306

*Please note that The Property Ombudsman will not consider any complaint until they have received confirmation we have finalised our internal procedure.*

*Any referral to the Property Ombudsman must be made within twelve months of the date of our Senior Review letter.*