

Complaint Handling Procedures



Objective	Coldwell Banker Southbank takes complaints very seriously and strives to resolve issues as swiftly as possible. Any complaint will be handled according to the following procedure
How and where to submit the complaint	<ul style="list-style-type: none">• To submit the details of your complaint, please do so in writing and send it to southbank@coldwellbanker.co.uk or to the respective line managers. Alternatively, you can post it to the Complaints Department at Coldwell Banker Southbank, Ground Floor Office, 9 Belvedere Road, London SE1 8YL.• Upon receiving the written summary of your complaint, if we are unable to resolve it within 3 working days, we will acknowledge receipt and confirm the details of your complaint. We may also request further clarification.• If your complaint was initially made orally, you will be asked to provide a written summary of your complaint to our Complaints Department.• The individual handling your complaint will contact you within eight weeks to provide a final outcome of the investigation into your complaint. They will also inform you of the actions taken or to be taken.• If you remain dissatisfied with our final response, you have the option to refer your complaint to The Property Ombudsman Service. This must be done within 12 months from the date of this letter. For more information, you can visit The Property Ombudsman website https://www.tpos.co.uk/
How to contact The Property Ombudsman	The Property Ombudsman 01722 333306 admin@tpos.co.uk Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Contact us	Coldwell Banker Southbank +44 (0)20 3600 1906 southbank@coldwellbanker.co.uk www.coldwellbanker.co.uk Ground Floor Office, 9 Belvedere Road, London SE1 8YL

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