

# Complaints Procedure

This document was last updated on 01/07/2020



Northfields



# HOW TO RAISE A COMPLAINT

You can speak in confidence to any member of the Northfields team or ask to speak to the local manager.

## What will you do to resolve my complaint?

Once we have received your concern or complaint we will discuss with you the best way to deal with the matter. If you wish to do so, you may wish to discuss your complaint informally with a manager either over the telephone or in person.

Should your initial concerns not be resolved to your satisfaction please escalate your complaint to:

Mrs Helen Kennedy  
Northfields  
132 Northfield Avenue  
London  
W13 9RT

T: 020 8799 3370  
E: helen.kennedy@northfields.co.uk

Your complaint will be acknowledged in writing (which includes by email) within 3 working days and assigned to be investigated by a senior member of staff. A written outcome of your complaint will be forwarded to you within 15 working days of receipt of the complaint. If the case is complex and a full response cannot be given within 15 working days you will receive notification to explain why there is a delay and a date by when you can expect a response.

If you are unhappy with the outcome of the investigation carried out then you can request a further review by Mr Richard Palfreeman, Chief Executive who will respond within 15 working days of your request for your complaint to be reviewed:

Northfields  
132 Northfield Avenue  
London  
W13 9RT

T: 020 8799 3370  
E: Richard.Palfreeman@northfields.co.uk

If you are still dissatisfied, you can then ask The Property Ombudsman (TPO) to review the way our agency has dealt with your concern or complaint. The TPO is independent of Northfields and there is no charge for this Service. They will review your complaint up to 12 months from the date of our final view being received by you. The TPO may investigate complaints on your behalf but only after they have been investigated by our agency. The TPO's contact details are:

The Property Ombudsman  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

T: 01722 333306                      E: admin@tpos.co.uk                      W: www.tpos.co.uk

If some other person is making a complaint on your behalf we will need your written consent before we can discuss information about you with them.

Ealing Broadway  
20 New Broadway, London, W5 2XA  
Tel: 020 8566 5500

Northfield Avenue  
130 Northfield Avenue, London, W13 9RT  
Tel: 020 8567 6660

Pitshanger Lane  
1 Albert Terrace, London, W5 1RL  
Tel: 020 8998 3111

Shepherds Bush  
127 Askew Road, London, W12 9AU  
Tel: 020 8740 8833

E: [enquiries@northfields.co.uk](mailto:enquiries@northfields.co.uk)

Head Office & Accounts  
130 Northfield Avenue, London, W13 9RT  
Tel: 020 8799 4367

E: [lettings.accounts@northfields.co.uk](mailto:lettings.accounts@northfields.co.uk)

[www.northfields.co.uk](http://www.northfields.co.uk)



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