

# Complaints Procedure



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

Mrs Beth Waring, Head of Lettings & Client Services  
Northfields  
132 Northfield Avenue  
London  
W13 9RT

T: 020 8799 3377  
E: Beth.Waring@northfields.co.uk

Your complaint will be acknowledged within 7 Working Days. If you are unhappy with the outcome of the investigation carried out by Mrs Waring (or her nominated delegate) then you can request a further review by Mr Richard Palfreeman, Chief Executive:

Northfields  
132 Northfield Avenue  
London  
W13 9RT

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

## 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:

This could be:

- Over the telephone
- At a meeting with a Manager or Director
- By an in-depth investigation with a written response
- By an independent external body
- A combination of the above

If you are still dissatisfied you can then ask The Property Ombudsman to review the way our agency has dealt with your concern or complaint. The Ombudsman is independent of Northfields and there is no charge for this service. The Ombudsman may investigate complaints on your behalf but only after they have been investigated by our agency:

The Property Ombudsman (TPO):  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

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

If a relative or friend 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, W5 2XA  
Tel: 020 8566 5500

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

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

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

E: enquiries@northfields.co.uk

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

E: lettings.accounts@northfields.co.uk

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



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