

**Gascoignes Residential (Woking) Limited**  
**Trading as Grosvenor Billinghamurst**  
**Woking Office**

**Complaints Procedure**

This note sets out the procedure we will follow in dealing with any client complaint:

1. We have appointed

Paula Elms  
Grosvenor Billinghamurst  
5 Church Path  
Woking  
Surrey  
GU21 6EJ  
Tel: 01483 725500  
e-mail [paula@grosvenorB.co.uk](mailto:paula@grosvenorB.co.uk)

to deal with complaints. If you have any queries or if you would like to give the company any form of feedback about the service standards you have experienced, then please don't hesitate to contact him.

2. If you have initially made your complaint verbally – whether fact-to-face or on the phone – please also confirm it in writing, addressed to Paula Elms.
3. Once we have received your written complaint, Paula Elms will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty one days of receipt of your further written summary, Paula Elms will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken, or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint, or the outcome of our internal investigation, you should refer to The Managing Director of our Parent Company, Gascoignes Property Services Ltd, Ian L. Davies FNAEA at 8 High Street, Cobham, Surrey, KT11 3DY Tel: 01932 588299 who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
6. Alternatively, if you remain dissatisfied with any aspect of our handling of your complaint, then the matter can be referred to The Property Ombudsman at Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP (Tel: 01722 333306).