Edgingtons Complaints Procedure

At Edgingtons, we are committed to providing a professional service to all our clients and customers. If something goes wrong, we need you to tell us about it. This will help us improve our standards.

Stage 1 – Informal Resolution

- In the first instance, please raise your complaint with the member of staff you have been dealing with.
- They will aim to resolve the matter quickly and informally within 5 working days.

Stage 2 – Formal Complaint

If you are not satisfied with the response, please put your complaint in writing to:

Thomas Edgington
Director
Edgingtons
Email: tom@edgingtons.uk
Address: Woodland Green, Carlton Road, Godstone, RH9 8LE

Please provide:

- Your name and contact details
- The property address (if relevant)
- A clear description of your complaint
- What outcome you are seeking

We will:

- Acknowledge your complaint in writing within 3 working days
- Investigate your complaint thoroughly
- Provide a full written response within 15 working days of acknowledgement

Stage 3 – Review

If you remain dissatisfied, you may request that your complaint is reviewed by a Director.

- We will conduct a further investigation and respond within 15 working days.

Stage 4 – Independent Redress

If, after completing our complaints procedure, you remain unhappy, you can refer your complaint to our redress scheme:

The Property Ombudsman
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Website: www.tpos.co.uk
Tel: 01722 333 306

You must refer your complaint to The Property Ombudsman within 12 months of our final response.