Customer Care at Anderson Rose

At Anderson Rose, we are committed to delivering excellent customer service and believe in treating all our customers with the utmost courtesy and respect. We will behave with honesty and integrity at all times and work proactively to secure the best buyer or tenant for your property, overcoming any unforeseen issues that may prevent your property from either being sold or let.

However, occasionally things do not always quite go according to plan and we have therefore put a step-by-step guide in place for our clients should it be necessary to bring any such matters to our attention in writing in full: -

1) Office Investigation

The office you have been working with, which is most familiar with you and your transaction, would hope to be able to resolve any issue as quickly as effectively and as professionally as possible.

Your complaint will be acknowledged within 3 working days of receipt.

An investigation will be promptly undertaken with a formal written outcome sent within 15 working days.

2) Senior Review

If you feel that your issue has not been dealt with efficiently / resolved to your satisfaction by the office you have been dealing with, a full review shall be conducted on your behalf by a senior member at Head Office.

A written statement expressing a final view from the relevant senior member at Head Office will be provided within 15 working days.

Please outline your concerns in full and send them to:
Customer Care
Anderson Rose
Cardamom Building,
31f Shad Thames,
London,
SE1 2YR

Alternatively, you can email your concerns to **towerbridge@andersonrose.co.uk**, addressing them to "FAO Customer Care."

3) External Referral

3a) Propertymark

If you remain dissatisfied following the completion of our internal complaints procedure, you may refer the matter to Propertymark. Please note that Propertymark deals with conduct issues and does not have the authority to award compensation.

Their contact details are:
Propertymark
Tel: 01926 496 791
Email: complaints@propertymark.co.uk
Website: www.propertymark.co.uk/professional-standards/complaints

OR

3b) Referral to The Property Ombudsman

If you remain dissatisfied following the completion of our internal complaints procedure, you are entitled to seek redress through The Property Ombudsman, who provide a free independent service for dealing with unresolved disputes.

Their contact details are:
The Property Ombudsman
Beckett House, 4 Bridge Street, Salisbury, Wiltshire, SP1 2LX
Tel: 01722 333306
Website: www.tpos.co.uk/

Please note that The Property Ombudsman will not consider any complaint until they have received confirmation we have finalised our internal procedure.

Any referral to the Property Ombudsman must be made within twelve months of the date of our Senior Review letter.