



Hoffen West Limited - Customer Complaints Handling Procedure

Hoffen West aim to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to:

Neil West
Hoffen West Limited
16 Lower Belgrave Street
London
SW1W 0LN

You can also send details of grievance via email to neil@hoffenwest.com

- The grievance will be acknowledged within 7 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact:

Rupert Hoffen,
Hoffen West Ltd
16 Lower Belgrave Street
London
SW1W 0LN

who will review the complaint.

- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Property Redress Scheme online by following this link: <https://www.theprs.co.uk/Complain>. You will be required to have met their criteria before completing the complaints form. The Property Redress Scheme can also be contacted by calling 0333 321 9418.