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In-House Complaints Procedure

Our Commitment to You

We strive to deliver a professional and high-quality service to every client and customer. If we fall short of your expectations, we want to hear from you. Your feedback is essential in helping us improve and maintain our standards.

Raising a Complaint

If you wish to make a complaint, please submit it in writing and include as much detail as possible. This allows us to investigate the issue thoroughly and respond appropriately.

Our Response Time

Once we receive your written complaint, we will:

- Acknowledge your complaint in writing within **three working days**.
- Include a copy of our complaints procedure with our acknowledgement.

Investigation and Outcome

Our Branch Director, Mr Robert Wisdom will lead the investigation. They will:

- Review your file and consult with the team member involved.
- Issue a formal, written response outlining the outcome of the investigation within **15 working days** from the date of our acknowledgement letter.

Escalating to The Property Ombudsman

If we haven't resolved your complaint within two weeks, or you remain unsatisfied with our final response, you can refer the matter to [The Property Ombudsman](#) within **12 months** of receiving our final viewpoint. Please include any supporting evidence. The Ombudsman will only consider complaints that have been through our full in-house procedure.

