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Complaints Procedure

As members of The Property Ombudsman, we are committed to taking your complaint seriously. If you have a complaint, please put this in writing to us in a letter or an email enquiries@bennettphillips.com we will acknowledge receipt of your complaint and respond in line with the timescales and stages set out below.

The total process should take no longer than 8 weeks. If we can't resolve your complaint within this timeframe, you can refer it to the Ombudsman.

BPL Estates Limited can make reasonable adjustments for customers who may be disadvantaged or vulnerable. For more support, please contact us by emailing enquiries@bennettphillips.com or calling 020 8501 3000

Stage 1 – Your Complaint

Write to us about your complaint. Tell us when it happened, which staff members were involved and what we can do to resolve it. If you include any evidence, please tell us what you are sending and how it supports your complaint. This will help us understand your complaint better.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged within 3 working days, and we will begin our investigation. We may set out our understanding of your complaint here, so please tell us if we have misunderstood the problem.

Stage 3 – Our Initial Reply

We will provide a full reply to your complaint within 15 working days. We will do our best to address all concerns, and we may propose a resolution if we are able to. If we need more time to investigate, we will let you know and tell you how long we expect this to take.

Stage 4 – Final Investigation

If you don't agree with our initial reply, please write back to explain why this is the case so that we can conduct our final investigation. Please point out what we have missed or misunderstood and why you may be unhappy with any resolution proposed. We can then issue a response confirming our final position on the matter. We will do this within 15 working days of receiving your second complaint. If we need more time, we will let you know and tell you how long we expect this to take.

Stage 5 – The Property Ombudsman

If we have not resolved your complaint, you can ask The Property Ombudsman to investigate. The easiest way to submit your complaint is through Ombudsman's website: www.tpos.co.uk. You can also email admin@tpos.co.uk or telephone 01722 333 306 for assistance.

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i) The particulars are set out as a guide for the guidance of intending purchasers or lessors and do not constitute part of any offer or contract.
ii) All descriptions, dimensions, references to condition & necessary permission for use & occupation & other details are given in good faith and are believed to be correct but any intending purchasers or tenants should not rely on them as statements or representations of fact but satisfy themselves by inspection or otherwise as to the correctness of each of them.
iii) No person in the employment of BPL Estates Limited or any joint agents has any authority to make or give any representation or warranty whatever in relation to this property.
iv) All rents and prices are quoted exclusive of VAT.