

Please reply to:   
Offices at:

- Barnet**  
1 Hadley Parade  
High Street  
Barnet, Herts  
EN5 5SX  
Tel: 020 8449 3383  
Fax: 020 8441 2601  
barnet@statons.com
- Hadley Green Office**  
204 High Street  
Hadley Green  
Barnet, Herts  
EN5 5SZ  
Tel: 020 8441 9555  
Fax: 020 8441 7976  
sales@statons.com
- Totteridge**  
28 - 30 Totteridge Lane  
Totteridge  
London  
N20 9QJ  
Tel: 020 8445 3694  
Fax: 020 8445 3217  
totteridge@statons.com
- Hadley Wood**  
10 Crescent West  
Hadley Wood  
Herts  
EN4 0EJ  
Tel: 020 8440 9797  
Fax: 020 8440 8282  
hadley@statons.com
- Brookmans Park**  
53 Bradmore Green  
Brookmans Park  
Herts  
AL9 7QS  
Tel: 01707 661144  
Fax: 01707 644111  
brookmans@statons.com
- Radlett**  
50 Watling Street  
Radlett  
Herts  
WD7 7NN  
Tel: 01923 604321  
Fax: 01923 859182  
radlett@statons.com
- New Homes Showcase**  
204 High Street  
Hadley Green  
Barnet, Herts  
EN5 5SZ  
Tel: 020 8441 9555  
Fax: 020 8441 7976  
newhomes@statons.com
- Premier Lettings**  
204 High Street  
Hadley Green  
Barnet, Herts  
EN5 5SZ  
Tel: 020 8441 9796  
Fax: 020 8441 7976  
lettings@statons.com

**Out of hours**  
Tel: 07970 700 600  
Please call to make an appointment or to discuss on going business

## IN-HOUSE COMPLAINTS PROCEDURE

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

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd**  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

01722 333 306

[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

ASSOCIATE OFFICES IN MAYFAIR and MOSCOW

Statons Estate Agents LLP is a limited liability partnership registered in England and Wales with registered number OC332973.  
A list of member's names is available for inspection at our registered office, 73 Cornhill, London, EC3V 3QQ.

VAT registration number: 544 6 999 88