

**Ivy Gate**

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**IVY GATE™**

## Customer Complaint Procedure

Exceptional levels of Customer Service are one of the core principles of Ivy Gate and we value the opinions of our customers and clients. We are committed to providing an exemplary service at all times. If something does not go as well as expected we want to hear about it.

In line with The Property Ombudsman's Code of Practice our complaint handling procedure is outlined below:

In the first instance you should write to the Managing Director of Ivy Gate ([hello@ivygate.co.uk](mailto:hello@ivygate.co.uk)) outlining the full details of your complaint. Once received we will acknowledge within 3 working days. An investigation will then be undertaken and you will receive a response to your complaint within 15 working days detailing Ivy Gates final viewpoint.

If you remain dissatisfied with our company's final viewpoint you can then refer your case to The Property Ombudsman for review. Details of their complaints procedure can be found on their website [www.tpos.co.uk](http://www.tpos.co.uk). Alternatively, you can call them on 01722 333 306 or write to them at the following address:

The Property Ombudsman Scheme  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman.

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