

Complaints Procedure

In the first instance, if you're not able to resolve this matter informally, please ensure you write to the team member dealing with your issue or a company Director. Please ensure you include details of your complaint and the remedy you're seeking from the situation, if any.

Your letter will be acknowledged within three working days and you'll receive a written response within 15 working days. Please send your letter to info@bradshawsestateagents.co.uk or if you'd prefer to post it you can send it to the following address:

Bradshaws Estate Agents
4 Lincoln Way
Harlington
Bedfordshire
LU5 6NA

Next Stage:

In the unlikely event that you do not receive a response within 14 working days or you're dissatisfied then you may refer the matter to The Property Ombudsman (TPO) at the following address:

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

Please take note of the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our response, 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