



Complaint Procedures

Neptune Lettings Ltd t/a Neptune Homes

Effective Date: 05th January 2024

1. Who We Are

We are **Neptune Lettings Ltd t/a Neptune Homes** a letting agency providing property management and related services. We are committed to protecting your privacy and ensuring your personal data is handled lawfully, fairly, and transparently. Our registered office is at First Floor, 3 Cumbrian House, 217 Marsh Wall, London, E14 9FJ.

At Neptune Homes, we are committed to providing a high-quality service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

1. How to Make a Complaint

If you have a complaint, please contact us with the details. You can complain by:

- **Emailing:** mala@neptunehomes.london
- **Writing to:** Mala Jokhoo, Neptune Homes, 29 Tottenham Lane, Crouch End, N8 9BD
- **Calling:** 020 8888 8316

Please provide as much detail as possible about your complaint, including relevant dates, the names of any staff involved, and copies of any supporting documents.

2. What Happens Next

- **Acknowledgment:** We will acknowledge receipt of your complaint within 3 working days.
- **Investigation:** Your complaint will be investigated by a senior member of staff who was not directly involved in the matter.
- **Response:** We aim to respond in full within 15 working days. If more time is needed, we will keep you updated.



3. If You're Not Satisfied

If you are not satisfied with our final response, you can refer your complaint to an independent redress scheme:

- The Property Ombudsman
Website: www.tpos.co.uk
Address: Milford House, 43-55 Milford Street, Salisbury, SP1 2BP
Telephone: 01722 333306

You must refer your complaint to The Property Ombudsman within 12 months of our final viewpoint letter.

4. Record-Keeping

We keep a record of all complaints and their outcomes for monitoring and improvement purposes.