

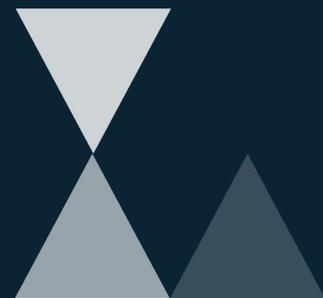


Fraser & Co

Fraser & Co's Complaints Procedure.

AT FRASER & CO, OUR COMMITMENT IS TO
PROVIDE EXCEPTIONAL SERVICES

WE UNDERSTAND THAT OCCASIONAL ISSUES MAY
ARISE, AND WE STRIVE TO RESOLVE THEM TO OUR
CUSTOMERS' SATISFACTION.



FIND WHAT MOVES YOU

London West End | City & Shoreditch | Colindale | Kew Bridge & Brentford | Hong Kong

Our Policy.



At Fraser & Co, our commitment to providing exceptional service extends to addressing any concerns or complaints promptly and effectively.

We understand that occasional issues may arise, and we strive to resolve them to our customers' satisfaction.

Our Approach

Prompt Response:

We acknowledge all complaints within three working days to demonstrate our commitment to addressing your concerns in a timely manner.

Efficient Resolution:

We endeavor to resolve complaints immediately, with a target resolution time of five working days from the initial notification.

Transparency:

Throughout the complaints process, we maintain transparency by keeping you informed of progress and any investigations undertaken.

Accountability:

We take responsibility for our actions and are dedicated to providing honest and constructive responses to your feedback.

Contact Us

If you have any concerns or queries contact our team today on:

Call 0207 723 5645

Email us on Info@fraser.uk.com

OR scan the QR to view our website >



How to make a complaint.

Our Approach

Branch Manager

For streamlined complaint resolution, please address all concerns directly to your designated Branch Manager. Expect prompt acknowledgment of your complaint within five working days. Our dedicated team will work diligently to resolve your issue, aiming for resolution within three to five working days of your initial notification. Your satisfaction is our priority at Fraser & Co.

Details

Clearly explain the nature of your complaint, providing as much detail as possible to help the Branch Manager understand your concerns effectively.

Acknowledgment

Expect to receive acknowledgment of your complaint within five working days. This ensures that your complaint has been received and is being addressed.

Investigation & Resolution

Our skilled team will thoroughly investigate your complaint, keeping you informed at every step of the process. We aim to provide a resolution within three to five working days, striving for fairness and transparency throughout.

Feedback & Follow Up

After your complaint has been resolved, you may be asked to provide feedback on the handling of your complaint. This helps Fraser & Co to continuously improve their services.

Escalation

If you feel that your complaint has not been adequately addressed, or if you're dissatisfied with the resolution provided, you may escalate your complaint to higher management or relevant authorities if necessary. You also reserve the right to appeal to a company director to reach a resolution.



TPO.

The Property Ombudsmans

For Tenants & Landlords & Homeowners: If your complaint remains unresolved after following Fraser & Co's internal complaints procedure and after your appeal has been addressed by a company director, you have the option to escalate your complaint to TPOS for an independent review and resolution.

Start your complaint

Write to our Customer Relations Manager:

Customer Relations Manager

Fraser & Co

Unit 12 West End Quay,

1 South Wharf Road,

Paddington, London,

W2 1JB

Call us on: 0207 723 5645

Email us at: complaints@fraser.uk.com

David Parris

Operations Director

If you have any concerns or queries contact our team today on: 0207 723 5645 or email us on: Info@fraser.uk.com

Contact The Property Ombudsman

Write to the TPO: The Property Ombudsman Ltd

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

Call: 01722 333 306

Email: admin@tpos.co.uk



London West End Office

Ground Floor
Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 5645
Email: paddington@fraser.uk.com

Property Management & Client Account Hub

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City & Shoreditch Office

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