



## **Complaints Handling 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 recommend emailing us in the first instance to ensure receipt.

Complaints should be directed to: Wayne Antoine for London City Auctions

Email: wayne@nalcgroup.co.uk

Contact address: The Kiln  
Second Floor  
Waterside  
Mather Road  
Newark  
Nottinghamshire  
NG24 1FB

Telephone Number: 01636558200

We will then respond in line with the timeframes set out below. If you feel we have not addressed your complaint at the end of this process, you may then be able to refer your complaint to the Property Ombudsman.

Please note that the Property Ombudsman requires that all complaints are first addressed through our in-house procedure detailed below, before being submitted for an independent review.

### ***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 Compliance Officer 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 after receipt of our final viewpoint letter, you can then contact the Property Ombudsman to request an independent review. You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

We will always endeavour to respond to your complaint in line with the above timescales. If eight weeks have elapsed since you first raised your complaint, and you have not received our final viewpoint letter, you may then refer your complaint to the Property Ombudsman without being in receipt of this letter.

Please see below contact details for the Property Ombudsman:

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)