

## **ALPHA RESIDENTIAL COMPLAINTS PROCEDURE**

If you believe you have a grievance, please write in the first instance to the Director at the address below:

The Directors  
ALPHA RESIDENTIAL  
39 The Precinct, High Street, Egham, TW20 9HN  
enquiries@alphaea.co.uk

Your grievance will be acknowledged immediately, investigated thoroughly in accordance with established "in-house" procedures and a reply sent to you within 10 working days of receipt of your letter.

In the event that the final review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to the Ombudsman for Estate Agents, which information will be provided by this firm. You are also entitled to have your grievance referred should we fail to deal with the matter expeditiously i.e. within 3 months from the date of written notification to ourselves.

Thank you

Directors  
ALPHA RESIDENTIAL