

Clarendons Complaints Procedure

Clarendons aims to provide the highest standards of service to all our clients. We are members of The Property Ombudsman, SafeAgent and ICO and adhere to their codes of conduct.

However, should you have any issues with our service which you are unable to resolve, you should write to the following address:

Manager
Clarendons
1 Effingham Road
Reigate
Surrey
RH2 7JN

We will write and acknowledge receipt of the letter within three working days confirming that the issues are being investigated. A formal written detailed response will be sent to you within 28 days. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.

Should you remain dissatisfied with the response you are entitled to refer the matter for review to:

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