

N&A RESIDENTIAL INVESTMENT LTD

Complaints Procedure

Effective June 2026

We are committed to providing a professional and transparent service to all our clients and customers. If something goes wrong, we want to hear about it — so we can put it right, learn from it, and improve. This procedure explains clearly how to raise a complaint and what will happen at every stage.

Accessibility & reasonable adjustments

We make reasonable adjustments for anyone who may be disadvantaged — for example because of age, disability, health, bereavement, economic circumstances, or where English is not a first language. We can also provide this procedure in large print, or discuss the process by telephone if you prefer. Please let us know what you need and we will help.

The Three Steps at a Glance

1

Raise it with us

Put your complaint in writing. We acknowledge within 3 working days and respond within 15.

2

Ask for a review

If unsatisfied, request a senior-level review. Final viewpoint letter within 15 working days.

3

Refer to the Ombudsman

Free, independent review by The Property Ombudsman — within 12 months of our final letter.

Timeline Overview

Stage	What happens	Timescale
Acknowledgement	We acknowledge receipt of your written complaint and enclose a copy of this procedure.	3 working days
Stage 1 — Response	We investigate your complaint fully and send you a written response.	15 working days
Stage 2 — Review	A senior manager or director carries out a separate review and issues our final viewpoint letter.	15 working days
Whole process	From receiving your complaint to issuing our final viewpoint letter.	No more than 8 weeks
Refer to TPO	If you remain dissatisfied after our final letter, or 8 weeks have passed without resolution, you may refer to The Property Ombudsman.	Within 12 months of our final letter

Step 1 — Raise It With Us

278 Battersea Park Road, London SW11 3BS | T: 020 7228 2629 | info@naresidential.com | www.naresidential.com

If you have a complaint, please put it in writing — by letter or email — with as much detail as possible. Include any relevant reference numbers, dates, the names of any individuals involved, and what you would like us to do to resolve the matter.

Branch Manager N&A Residential Investment Ltd
Address 278 Battersea Park Road, London SW11 3BS
Telephone 020 7228 2629
Email info@naresidential.com

You may raise a complaint verbally (by telephone or in person) or in writing (by letter or email). Verbal complaints are accepted, recorded at the time they are made, and will be confirmed back to you in writing so there is a clear record. We will also deal with any properly appointed representative acting on your behalf — for example, a solicitor, a family member with written authority, or any other authorised person.

Once we have received your complaint:

- We will acknowledge it in writing within 3 working days, enclose a copy of this procedure, and include a copy of the TPO Consumer Guide.
- A named member of our team will be assigned to investigate your complaint thoroughly and impartially.
- We will send you a full written response within 15 working days of our acknowledgement.
- If the matter is complex and we need more time, we will write to you to explain why and give you a revised timescale. We will always keep you informed.
- We will tell you clearly what we found, what action we are taking (if any), and what you can do if you remain unhappy.

Step 2 — Ask for a Review

If you are not satisfied with our Stage 1 response, you may request a review by a senior manager or director. Please do this in writing, ideally within one month of receiving our Stage 1 response. Explain clearly why you remain unhappy and what outcome you are seeking.

- We will acknowledge your review request within 3 working days.
- A senior manager or director — who was not involved in the original response — will carry out a fresh and independent review of your complaint.
- We will issue our final viewpoint letter within 15 working days. This letter sets out our final position, formally concludes our in-house complaints process, and will remind you of your right to refer to the Ombudsman within 12 months of the date of that letter.
- Our aim is to complete the whole process — from receiving your complaint to issuing our final viewpoint letter — within 8 weeks.

Step 3 — Refer to The Property Ombudsman

N&A Residential Investment Ltd is a member of The Property Ombudsman (TPO), an independent, government-approved redress scheme (registration no. D01390). If you remain dissatisfied after our final viewpoint letter — or if 8 weeks have passed since you first complained and the matter is still unresolved — you have the right to refer your complaint to TPO, free of charge.

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- TPO will not normally consider a complaint until you have completed our in-house procedure, or until 8 weeks have passed since you first raised your complaint with us.
- You must refer your complaint to TPO within 12 months of the date of our final viewpoint letter, enclosing all supporting evidence.
- TPO's service is free to consumers and is an independent alternative to court action. It considers whether we acted fairly and reasonably; it does not make legal determinations.
- TPO can award redress of up to £25,000 where it upholds a complaint.
- If you accept a TPO Final Decision and an award is made, we are obliged to comply within 28 days. The Final Decision is binding on us but not on you — you retain the right to pursue court action if you reject it.

Organisation The Property Ombudsman (TPO)

Address Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Telephone 01722 333 306

Email admin@tpos.co.uk

Website www.tpos.co.uk

What Happens to Your Complaint

Every complaint we receive is taken seriously. We record all complaints, review them regularly, and use them to identify patterns and make improvements to our service. Where a complaint reveals a systemic issue, we take steps to address it across our business — not just in the individual case.

We will always:

- Treat you with courtesy and respect throughout the process.
- Investigate your complaint objectively and impartially.
- Keep you informed of progress and respond within the timescales set out above.
- Give you a clear explanation of our findings and reasoning.
- Tell you how to take the matter further if you remain unhappy.

Helpful Notes



If you accept any goodwill gesture or fee reduction from us while still considering a referral to TPO, you may wish to do so 'without prejudice' — so that your right to refer to the Ombudsman is preserved.



Keep a record of all correspondence with us, including dates and the names of anyone you speak to. This will help if you later decide to refer your complaint to TPO.



If you are unsure whether your complaint falls within TPO's remit, you can contact TPO directly for guidance before referring — they are helpful and the service is free.

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