



ACANTHA

COLLECTIVE

At Acantha Collective we aim to provide the highest levels of service in everything that we do. If something goes wrong, we want to hear about it and we want the opportunity to put it right. We welcome the opportunity to speak with you in the first instance so please do contact us.

STAGE ONE

If after talking to your usual contact you do not feel that your complaint has been resolved, please write to the Acantha Collective, info@acanthacollective.com or 16 Berkeley Street, London, Mayfair, W1J8DZ with details of your complaint. Please keep copies of all correspondence sent to us and notes of any conversation or telephone calls you have made. Please include the following information in your letter of complaint: Your name, address, daytime telephone number, the name and office of the individual you have been dealing with, a clear description of your complaint outlining what you believe has gone wrong, and details of your desired outcome. We will confirm receipt of your letter within 3 working days and will aim to send you a full reply within 15 days.

STAGE TWO:

If you remain dissatisfied by the response received from the property manager, then you have the right of appeal, meaning a separate and detached review of the complaint by a senior member of the team not directly involved with the original investigation. You are able to make us aware of this at the contact details above. A full and final response will be sent out to you within 15 working days.

STAGE THREE:

If our internal complaints procedure does not resolve your complaint, you can contact our regulatory body, The Property Ombudsman. In making a complaint to the TPO, your information relating to the letting of the Property will need to be shared with the TPO, by you and by us. The TPO also ask for your details to assist them in their monitoring of our compliance with the TPO Code of Practice.

THE PROPERTY OMBUDSMAN MAY BE CONTACTED AT:

The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL.
Tel: 01722 333 306 | admin@tpos.co.uk | www.tpos.co.uk

acanthacollective.com

Acantha Collective Ltd, Registered Office 16 Berkeley Street, London, Mayfair, W1J8DZ.
Registered in England No. 14614468, VAT No. 444 2682 90