

Complaint procedure

As a member of the Property Ombudsman, Homefinders aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to the relevant manager.

Matthew King for lettings and sales in Hackney, Asdaq Sayed for Stratford letting and sales and Gassan Ojjhe is for management. Their respective emails are Matthew@homefinders.net , Asdaq@homefinders.net , Gassan@homefinders.net .

The grievance will be acknowledged immediately, investigated thoroughly in accordance with established “in-house” procedures and a reply sent to the complaint within ten working days of receipt of the letter.

If you are not happy with their answers then please contact **Mr. Haydar Sehri, Director** at: **146 Kingsland High Street, Dalston, E8 2NS** or preferably by e-mail to haydar@homefinders.net .

If the complainant still is not satisfied, please write to Property Ombudsman (details of how to complain to Property Ombudsman can be found at their website at <http://www.tpos.co.uk>)

We are bound by Property Ombudsman’s decision.