

Complaints Procedure...

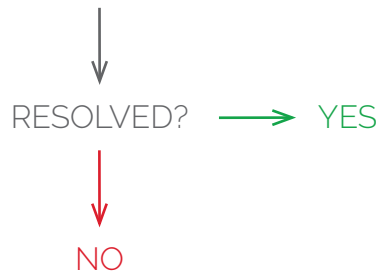
The Oxygen Property Management (OPM) complaints procedure strives to ensure that all concerns are dealt with as quickly and efficiently as possible. Please follow this process:

CONTACT YOUR NEGOTIATOR OR MANAGER

Contact:

Call 0207 055 8000 or e-mail your negotiator or manager directly. You can do this via our website through our "Meet the Team" page, or click [here](#).

To efficiently address your concerns, we ask that you first raise the issues verbally with a Negotiator or Manager at Oxygen Property Management.

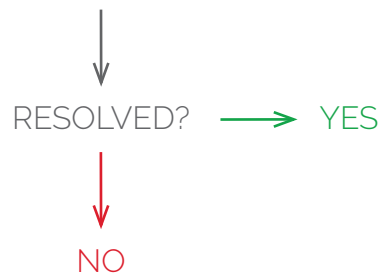


WRITE TO THE COMPANY DIRECTOR

Write to:

The Director, Oxygen Property Management Ltd, Unit A The Oxygen, 18 Western Gateway, London, E16 1BL

Once your written complaint is received, it will be acknowledged within 3 working days. An investigation will commence and a formal written outcome will be sent to you within 15 working days expressing OPM's final view and will include any offer made to you. The letter will include a statement confirming your right to refer the matter to The Property Ombudsman within 12 months of review, should you feel dissatisfied with the outcome.



CONTACT THE OMBUDSMAN

Write to:

To contact The Property Ombudsman, visit their website www.tpos.co.uk, call 01722 333306, or post to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

If dissatisfied with the outcome of OPM's investigation, you have the right to refer the matter to The Property Ombudsman. To make a complain, download a Complaints form from www.tpos.co.uk. Once filled and signed, e-mail to admin@tpos.co.uk. For further information and guidance on making a complaint, click [here](#).