

# Winkworth Dispute Resolution Procedure

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For Development & Commercial Investment



**Winkworth**

Development & Commercial Investment

# DISPUTE RESOLUTION PROCEDURE - DEVELOPMENT & COMMERCIAL INVESTMENT

Winkworth Development & Commercial Investment  
commercial@winkworth.co.uk

## The Procedure

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The following notes are provided for your guidance in the event that you have an issue or dispute against Winkworth Development and Commercial Investment. Please note that the resolution process is a written one, ensuring that all correspondence with both parties is clearly recorded.

### Notes for the Guidance of Consumers

Winkworth Development and Commercial Investment is a member of The Property Ombudsman (TPO) and we aim to provide the highest standards of service to all our clients and other parties. It is a condition of our membership of the Scheme that any issues or disputes are dealt with through our own internal procedure. This provides the opportunity for matters to be resolved before the need to refer to TPO arises. To ensure that your interests are safeguarded, any disputes are dealt with by the office concerned. If your dispute is not resolved to the mutual satisfaction of all parties, you can approach TPO, who will provide an independent review and assessment of the dispute.

### The Procedure

#### Stage 1

If you have an issue or dispute against Winkworth Development and Commercial Investment office please provide a written summary to the background of the problem(s) and confirm the name of the individual with whom you dealt with. Your summary should be addressed to the director of the office against which you have the dispute. Your written communication will be acknowledged immediately, and you will be given a time-scale within which a formal written response will be sent. The formal written response will inform you of the outcome of the investigation and any actions taken or to be taken.

Please provide a copy of your written summary with a covering letter and send to:

Client Relations,  
Winkworth Development & Commercial Investment,  
13 Charles II Street,  
St James's, London,  
SW1Y 4QU

Email: commercial@winkworth.co.uk

#### Stage 2

If you are dissatisfied with the final findings of the Director Review, you are at liberty to have the matter referred to TPO, whose contact details are supplied below and a link to their complaints procedure can be found [here](#).

You are also entitled to have your dispute referred to TPO should Winkworth Development and Commercial Investment fail to deal with it expeditiously i.e. within eight weeks of the date of written notification to Winkworth.

*PLEASE NOTE: Disputes between landlords and tenants are not covered by the procedures outlined above. However, as the agent we would hope to be in a position to assist both Parties to resolve any issues, even though there may be no obligation on our part to do so.*

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Contact details for The Property Ombudsman:

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk