

Tenants - Complaints Procedure

The London Victoria Groups complaints procedure has been structured to ensure that concerns are dealt with as quickly & efficiently as possible

Please follow this process

1. Speak to your Negotiator or Manager

In order that your concerns are addressed as efficiently as possible we ask that you first raise them verbally with the Manager of the London Victoria Groups office concerned.

2. Escalate to the relevant Area or Department Director

You can escalate your complaint by writing to the relevant Area or Department Director. Your complaint will be acknowledged within seven working days of receipt and an investigation undertaken.

A formal written outcome of the investigation will be sent to you within fifteen working days.

3. Escalate to a Compliance Officer

You can further escalate your complaint by writing to the Legal & Compliance Department at this address:

Legal and Compliance Department
London Victoria Groups Limited,
25 Wilton Road
London
SW1V1LW

This complaint will also be acknowledged within seven working days of receipt and an investigation undertaken by a Compliance Officer.

A formal written response will be sent to you within fifteen working days.

Once the Compliance Officer has investigated your complaint, London Victoria Groups will send you a letter or email expressing our final view. This will include details of any offer we are willing to make. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to the Property Redress Scheme <https://www.theprs.co.uk/> within twelve months for a review. Please note that the Property Ombudsman will only review complaints made by consumers.