

LOFT PROPERTY INVESTMENTS COMPLAINTS POLICY

Effective From: 8 January 2026

Loft Property Investments values our customers and is committed to providing high standards of service. If something goes wrong, we want to put it right quickly, fairly, and transparently.

What is a Complaint?

A **Complaint** is any expression of dissatisfaction relating to:

- Our services
- Our customer service
- The conduct or professional competence of our staff or representatives

What is *not* handled under this policy?

The following should be directed to the relevant department instead:

- Legal or contractual disputes
- Data disclosure requests (e.g., under UK Data Protection law)

How to Submit a Complaint

You can raise a Complaint in any of the following ways:

- **By post:** Complaint Resolutions, Loft Property Investments, 71–75 Shelton Street, Covent Garden, London, WC2H 9JQ
- **By email:** info@loftpropertyinvestments.com

To help us investigate efficiently, please include as much relevant detail as possible, such as:

- Your full name and contact details
- Property details (if applicable)
- Names of any staff members involved (if relevant)
- Key dates and events
- Any supporting evidence
- A clear summary of the issue and your desired outcome

Our Two-Stage Resolution Process

Level One - Initial Review

- Your Complaint will be logged and acknowledged within **3 Business Days**
- You will receive a **Complaint Reference**
- We aim to provide a full written response within **15 Business Days**

Level Two - Appeal

If you are not satisfied with the Level One outcome, you may request escalation within **7 days**, quoting your **Complaint Reference**.

- Appeals are reviewed by a Director
- Acknowledged within **3 Business Days**
- Final response issued within **15 Business Days**

External Resolution

If the matter remains unresolved after Level Two, you have the right to refer your case to:

The Property Ombudsman (TPO)

They provide an independent redress scheme for property consumers.

- Referrals must be made within **6 months** of our final Level Two decision
- TPO may not accept all cases

Confidentiality & Your Data

- All Complaints are handled confidentially
- Personal data is processed in accordance with UK data protection laws

Contact Us

If you need help submitting a Complaint, you may contact our customer service team:

71–75 Shelton Street, Covent Garden, London, WC2H 9JQ
info@loftpropertyinvestments.com

Approved by: Directors, Loft Property Investments

Last Updated: 8 January 2026