

Complaints Procedure

At Granger & Oaks we pride ourselves in providing a friendly, efficient and transparent service to both our landlords and our tenants.

Being human, we are not infallible and unfortunately, as with all services, things can and do go wrong from time to time. If you have a complaint, you should e-mail nottingham@gops.co.uk or write to Granger & Oaks, 2b-4b Hucknall Road, Nottingham, NG5 1AB in the first instance. We will acknowledge receipt within 3 working days of receipt and then respond within 15 working days (though could be extended in exceptional circumstances).

Should you be dissatisfied with the response, you may request a review which will be undertaken within 15 days.

If you are dissatisfied with the review, you may then refer to the redress scheme we are a member of - The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

If you are dissatisfied to The Property Ombudsman's response, you may then refer to the professional body we are a member of PropertyMark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG