Sadhana Property

Complaints procedure

How and where to complain





Complaints procedure

How and where to complain?

Who can you complain to?

About data handling

Please email us at **info@sadhanaproperty.com** describing the complaint you have. We have three working days to acknowledge your email. We will then investigate your complaint and reply within 10 working days. We would hope this would resolve your complaint, however, in addition to sending us your complaint, you can send complaints to our supervisory authority. As Sadhana Property Group Ltd predominantly handles the personal data of UK nationals, our supervisory authority is the Information Commissioner's Office. If you believe that we have failed in our compliance with data protection legislation, complaints to this authority can be made by visiting ico.org.uk.

About our service

If you have any other complaint, please email us at **info@sadhanaproperty.com** describing the complaint you have. We have three working days to acknowledge your email. We will then investigate your complaint and reply within 10 working days. We would hope this would resolve your complaint.

About complaint handling

If you are dissatisfied in how we have dealt with a complaint, you can refer your complaint to **The Property Ombudsman** www.tpos.co.uk. Please note, all complaints must be referred to The Property Ombudsman within twelve months of receiving our final correspondence on the matter.





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