



Complaints Procedure

Should you experience problems with any services provided by Golden Eagle International Ltd which you are unable to resolve with the staff member involved or with the branch/departmental Manager, you should, in the first instance, write to the Director for the area/department concerned. You should write to:

Mr P Siha, Golden Eagle International Ltd, 10 Portman Street, London W1H 6DZ.

This complaint will be acknowledged within three (03) working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within fifteen (15) working days.

If you remain dissatisfied with the written outcome, you should write to the owners of Golden Eagle International Ltd at 10 Portman Street, London W1H 6DZ. The same time limits will apply.

Following the Owner's investigation, a written statement expressing their final view will be sent to you and will include any offer made. This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six (06) months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers.

You can contact **The Property Ombudsman at:**

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

T: 01722 333306 W: www.tpos.co.uk E: admin@tpos.co.uk

Golden Eagle International Ltd

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Registered Address: 10 Portman Street, London W1H 6DZ.

Trading Address: 10 Portman Street, London W1H 6DZ

Company Reg No 02601888

www.golden-eagle.co.uk