

CUSTOMER COMPLAINTS PROCEDURE

Onyx Property Team | Selling London, Beautifully

Version 2.0 | April 2026 | Onyx Property Consultants Limited | Reg. No. 07988818
PropertyMark Member | Member of Property Redress Scheme

We are committed to delivering the highest standard of service to all our clients. If something has not met your expectations, we want to know — and we will work swiftly and fairly to put it right.

This procedure sets out clearly how to raise a complaint with us, what will happen when you do, and the independent options available to you if you remain unsatisfied.

This complaints procedure is available on our website and on request from our office.

How to Make a Complaint

1
STAGE

Contact us to let us know what part of our service you are unhappy with. You can do this by:

- Email: ugo@onyxpropertyteam.com
- Phone: +44 (0) 208 450 4187 / +44 (0) 770 318 3750
- Post: Onyx Property Team, 50C Victoria Road, London, NW6 6PX

Please include: your name and contact details, the property address (if applicable), a clear description of the issue, and what outcome you are seeking.

We will aim to resolve any issues immediately. If this is not possible, your concern will be escalated to a senior member of staff who will investigate the matter.

What Happens Next — Our Response

2
STAGE

Once we receive your complaint, we will:

- Send you a written acknowledgement within three working days, confirming who is responsible for investigating your complaint.
- Gather all relevant information and liaise with all parties involved to establish the facts.
- Send you a detailed written response within fifteen working days, setting out our findings and proposed resolution.
 - If we need more time, we will write to you to explain the delay before the fifteen-day deadline.

All complaints are treated in strict confidence and handled fairly.

If we do not hear from you within eight weeks of our final response, we will assume the matter has been resolved and the complaint will be closed.

3
STAGE

Escalating Your Complaint

If you feel your complaint has not been fully addressed in our initial response, please let us know and we will escalate the matter.

- Your escalation will be acknowledged within three working days.
- Your complaint will be reviewed by a senior staff member.
- Where possible, a final response will be issued within fifteen working days.
- If we are unable to respond within this timeframe, we will write to you to confirm when you can expect a resolution and inform you of your right to refer to an independent third party.

4
STAGE

Independent Redress — Property Redress Scheme

If you remain dissatisfied after receiving our final response, or if eight weeks have passed since you first raised your complaint, you have the right to refer your complaint to our independent redress scheme.

Onyx Property Team is a member of the Property Redress Scheme. This is a free, independent service set up to resolve disputes between consumers and property agents that have not been resolved internally. Their decisions are binding on both parties.

IMPORTANT: The Property Redress Scheme will only review complaints that have first been through our internal complaints procedure and received a final response, or where eight weeks have passed since the complaint was first made.

Property Redress Scheme
Website: propertyredressscheme.co.uk
Email: info@theprs.co.uk
Phone: 0333 321 9418

5
STAGE

Conduct Complaints — Propertymark

As a Propertymark member, conduct issues can be referred to Propertymark if you remain dissatisfied following our internal dispute resolution process.

Propertymark is the leading professional body for the property sector. They investigate complaints against their members where evidence points to a breach of their Conduct and Membership Rules. This can result in a disciplinary hearing before an independent tribunal panel.

Propertymark
Website: propertymark.co.uk/professional-standards/complaints
Email: complaints@propertymark.co.uk
Phone: 01926 496 791

How To Make a Complaint — Propertymark:
propertymark.co.uk/professional-standards/complaints

Response Timescales at a Glance

Action	Timeframe	Responsible
Written acknowledgement sent to complainant	Within 3 working days of receipt	Ugoada Arinzeh / Admin
Investigation begins — information gathered from all parties	Immediately upon receipt	Ugoada Arinzeh
Detailed written response issued	Within 15 working days	Ugoada Arinzeh
If more time needed: written explanation of delay issued	Before 15-day deadline	Ugoada Arinzeh
Escalation acknowledgement (if escalated)	Within 3 working days	Senior staff member
Final response at escalation stage	Within 15 working days of escalation	Ugoada Arinzeh
Complaint closed (if no response from complainant)	After 8 weeks from final response	Admin

Insurance Complaints

If your complaint relates to insurance, it will be handled separately to ensure compliance with financial regulation.

Insurance complaints will be acknowledged within five working days. We will aim to respond fully as soon as possible — please allow up to eight weeks for a final response. If we are unable to respond within four weeks, we will provide a written update.

If you remain dissatisfied following our final response, you may refer the matter to the Financial Ombudsman Service within six months of receiving our response.

Financial Ombudsman Service

Address: Exchange Tower, Harbour Exchange Square, London, E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Phone: 0800 023 4567

Website: financialombudsman.org.uk

Our Contact Details

Ugoada Arinzeh | Founder & Managing Director

Onyx Property Consultants Limited | trading as Onyx Property Team

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PropertyMark Member | Member of Property Redress Scheme

HMRC AML Registration: CFS-2229439
