whitehallUK

0191 477 9944
property@whitehalluk.com

WhitehallUK is committed to providing a professional and reliable service. If you believe we have fallen short, we welcome the opportunity to review and address your concerns.

Making a Complaint

Complaints should be submitted in writing and include sufficient detail to allow us to investigate the matter properly.

Email: property@whitehalluk.com
Subject: Complaint – WhitehallUK

Our Process

- We will acknowledge receipt of your complaint within **7 working days**
- The complaint will be reviewed objectively by an appropriate member of the team
- We aim to provide a full written response within **15 working days**

Where additional time is required, we will keep you informed.

Escalation

If you are not satisfied with our response, you may request that the complaint be reviewed by a senior member of the team.

External Resolution

If the complaint cannot be resolved internally, you may have the right to refer the matter to an appropriate independent body or regulator, where applicable.

Records

We maintain records of complaints for compliance, monitoring, and service improvement purposes.