



COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

This procedure explains how complaints are dealt with internally and how unresolved complaints may be referred to the Property Redress Scheme (PRS).

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within ten working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than eight weeks has elapsed since the complaint was first made) you can ask the Property Redress Scheme (of which we are a member) to investigate your complaint.
- The Property Redress, a government approved redress scheme who resolve complaints, is free to use for those making a complaint.
- The complaint must be referred to the Property Redress Scheme within 12 months of our final written response.

Property Redress Scheme

Website: www.propertyredress.co.uk

- To raise a complaint, please complete the complaint form or contact the Property Redress directly by email, complaints@propertyredress.co.uk or post to the following address:

Property Redress

Limelight
1st Floor Studio 3
Elstree Way
Borehamwood
Hertfordshire, WD6 1JH