

## **IN HOUSE 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.

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 an email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Head of Lettings who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 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 Director.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied you can then contact The Property Redress Scheme, a government approved Redress Scheme who resolve complaints between members and their consumers. The complainant must have exhausted the internal complaints procedure and remain dissatisfied with the Members response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a complaints form. Their contact details are as follows:

Website - [www.theprs.co.uk](http://www.theprs.co.uk)

email - [info@theprs.co.uk](mailto:info@theprs.co.uk)

By post at: The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH.