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.

Please include the following information and evidence, where it is relevant:

- A detailed explanation of your concerns and why you believe our service has fallen short
- How you believe your concerns can be resolved
- Any specific details that you feel would help, including, but not limited to:
    - names of advisors you have spoken to in connection with the complaint
    - time(s) and date(s) of the incident(s)
    - any written documents relating to your complaint
    - any other documents which are relevant and support your complaint

Our internal process works as follows:

1. We will confirm we have received your complaint within three working days.
2. We will then investigate your complaint. This will normally be dealt with by a director of the company who will review your file and speak to the member of staff who dealt with you.
3. A formal written outcome of our investigation will be sent to you within 10 working days of sending the acknowledgement letter.
4. If we are unable to resolve your concerns in this time, we will provide you with reasons for any delay and an estimate of when you will receive our full response.
5. Following our final written response, we may conclude that the complaint process is complete and any future communication relating to the issue may be saved but not responded to.

If you remain unhappy with our final response is complete, you can ask Property Redress to investigate your complaint as long as:

a) you have allowed us up to eight weeks from the date we received your written complaint to investigate and respond

b) it is less than one year from the last communication we had with you, about this complaint

Property Redress are a government approved redress scheme who resolve complaints. It is free to use for those making a complaint and you can find more information on their website www.propertyredress.co.uk/Consumer

To make a complaint, fill out a complaint form or contact Redress Scheme directly or alternatively, visit their website. You can reach the Property Redress Scheme via email at complaints@theprs.co.uk or through post at:

Redress Scheme
Limelight
1st Floor Studio 3
Elstree Way
Borehamwood
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