



Complaints Procedure

At Northern Abode Limited, we pride ourselves on providing a professional, friendly and reliable service to our landlords and tenants.

We aim to resolve any concerns quickly and amicably. However, if you are unhappy with any aspect of our service, we have a formal complaints procedure to ensure your concerns are handled fairly and efficiently.

Northern Abode Limited is a member of the **Property Redress Scheme (PRS)**, a government-approved independent redress scheme.

Making a Complaint

If you wish to make a formal complaint, please contact us in writing:

Email: emma@northern-abode.co.uk

For the attention of: Property Manager

Please provide details of your concerns, including any relevant supporting information.

We will:

- Acknowledge your complaint within 3 working days.
- Investigate your concerns thoroughly and impartially.
- Aim to provide a detailed written response within 15 working days, explaining our findings and any proposed resolution.

If we require additional time to investigate, we will explain the reason for the delay and keep you informed.

If You Remain Dissatisfied

If you are unhappy with our response, please contact us again in writing, explaining which aspects of your complaint remain unresolved.

We will review your concerns and provide a further written response setting out our final position.

We aim to resolve all complaints as quickly as possible and within 8 weeks of receiving your formal complaint.

The Property Redress Scheme

If we are unable to resolve your complaint to your satisfaction, you may refer the matter to the Property Redress Scheme for independent consideration.



The scheme normally requires you to have followed our internal complaints procedure and allowed us at least 8 weeks to investigate and respond.

Property Redress Scheme

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

Telephone: 0333 321 9418

Email: info@theprs.co.uk

Website: www.propertyredress.co.uk

The Property Redress Scheme provides a free and independent complaints resolution service for consumers.

Confidentiality

All complaints will be treated seriously, handled fairly and dealt with confidentially, subject to any disclosures necessary to investigate and resolve the matter.

Our aim is always to reach a fair and reasonable resolution and maintain positive relationships with our landlords and tenants.