



# Complaints Policy

Simple Propco Ltd — trading as PICS Professional and Simple Block

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This policy explains how to raise a complaint with us and how we will handle it. It should be read together with our separate **Privacy & Data Protection Policy**. If you would like this policy in another format, please contact us using the details below.

## Who we are

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- **Company:** Simple Propco Ltd, trading as PICS Professional and Simple Block (“we”, “us”, “our”)
- **Company registration number:** 15337761 (registered in England and Wales)
- **Registered office:** Office 2, 105 High Street, Evesham WR11 4EB
- **Telephone:** 01905 97 29 29
- **Email:** hello@picsprofessional.co.uk
- **Website:** www.picsprofessional.co.uk

## Our commitment

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We aim to give an excellent standard of service to every client and customer, but we accept that sometimes things go wrong. When they do, we want to put them right, and we treat every complaint as an opportunity to improve.

Simple Propco Ltd is a member of Propertymark (member number C0138999) and a member of The Property Redress Scheme. We follow Propertymark’s Conduct and Membership Rules and the relevant Code of Practice, and we handle every complaint fairly, promptly and in line with the procedure set out below.

## How to make a complaint

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### Step 1 – Talk to us

In the first instance, please contact us so we can try to resolve your concerns quickly. The quickest way is usually to speak to us by telephone on 01905 97 29 29, or you can email us at hello@picsprofessional.co.uk. Many concerns can be put right at this stage. If we cannot resolve things straight away, you can ask us to deal with your complaint formally, as set out below.

### Step 2 – Make a formal written complaint

Please put your complaint in writing to us by email to hello@picsprofessional.co.uk, or by post to the Complaints Manager, Office 2, 105 High Street, Evesham WR11 4EB. To help us investigate, please include:

- a clear explanation of your concerns and why you feel our service has fallen short;
- how you would like us to put things right;
- relevant dates, names of staff you have dealt with, and the property concerned; and
- copies of any documents that support your complaint.

We will then handle your complaint as follows:



PICS PROFESSIONAL

1. **Acknowledgement** – we will acknowledge your written complaint within 3 working days of receiving it.
2. **Investigation and response** – we will investigate the points you raise and send you a full written response within 15 working days of our acknowledgement. If, for any reason, we need more time, we will explain why and tell you when you can expect our response.

### Step 3 – Ask for a review (final viewpoint)

If you are not satisfied with our response, you can ask us to review it. Your complaint will be reviewed by a senior member of staff or a director who has not previously dealt with it. We will send you our final viewpoint letter within 8 weeks of the date you first made your complaint.

## Independent review – The Property Redress Scheme

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If you are still not satisfied once you have received our final viewpoint letter, or if more than 8 weeks have passed since you first made your complaint, you can ask The Property Redress Scheme to review your complaint independently. The Property Redress Scheme is a Government-approved redress scheme, and there is no charge to you for using it.

- **Website:** [www.theprs.co.uk](http://www.theprs.co.uk)
- **Email:** [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)
- **Post:** Property Redress Scheme, Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood, Hertfordshire WD6 1JH

Before the Scheme will review your complaint, you must have completed our in-house procedure (or given us at least 8 weeks to resolve it). The Scheme also normally requires that your complaint is referred to it within 12 months, and that you provide any evidence that supports your case.

## Referring a matter to Propertymark

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Simple Propco Ltd is a member of Propertymark (member number C0138999). If, having used our complaints procedure and the redress scheme, you believe we have breached Propertymark's Conduct and Membership Rules, you can report this to Propertymark, which can investigate the conduct of its members. Further information and a complaint form are available at [www.propertymark.co.uk](http://www.propertymark.co.uk).

## Professional standards and client money

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We handle personal data in accordance with the UK GDPR and the Data Protection Act 2018. Client money that we hold (such as rent and service charges) is protected under the Propertymark Client Money Protection (CMP) Scheme. Simple Propco Ltd is also a registered Client Account Service Provider (CASP) with Propertymark.

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Last reviewed: 2026 | Next review due: 2027