

Complaints Policy

Simple Propco Ltd — trading as PICS Professional

This policy explains how to raise a complaint and how we will handle it. It covers complaints about the standard of our service and complaints about how we have handled your personal data. It should be read alongside our **Privacy & Data Protection Policy**. If you would like this policy in another format, please contact us.

Who we are

- **Simple Propco Ltd**, trading as PICS Professional ("we", "us", "our") — registered in England and Wales, company number 15337761
- Office 2, 105 High Street, Evesham WR11 4EB | 01386 339900
- hello@picsprofessional.co.uk | www.picsprofessional.co.uk

We aim to give an excellent standard of service, but we accept that sometimes things go wrong. When they do, we want to put them right, and we treat every complaint as a chance to improve. Simple Propco Ltd is a member of Propertymark (member number C0138999) and of The Property Redress Scheme, and we follow Propertymark's Conduct and Membership Rules and the relevant Code of Practice.

The two kinds of complaint this policy covers

- **Service complaint** — about the standard of service you have received, such as delays, communication, repairs, or how an account has been administered. If it remains unresolved, the independent route is **The Property Redress Scheme**.
- **Data protection complaint** — about how we have collected, used, stored, shared or deleted your personal data. If it remains unresolved, the independent route is **The Information Commissioner's Office (ICO)**.

Both follow the same three internal stages. Where a complaint involves both, we will give you an outcome on the data protection element as soon as we are able to, rather than holding it back until everything else is resolved.

How to make a complaint

Step	What this means	Timing
1. Talk to us	Please contact us first so we can try to resolve things quickly — call 01386 339900 or email hello@picsprofessional.co.uk. Many concerns are put right at this stage.	Straight away
2. Make a formal written complaint	If that does not resolve matters, write to us at hello@picsprofessional.co.uk, or to the Complaints Manager, Office 2, 105 High Street, Evesham WR11 4EB. Please tell us what went wrong, how you would like it put right, the relevant dates, names and property concerned, and enclose any documents that support your complaint.	We acknowledge within 3 working days, and send a full written response within 15 working days of that acknowledgement. If we need longer, we will explain why and tell you when to expect our response
3. Ask for a review	If you remain dissatisfied, ask us to review our response. A senior member of staff or a director who has not previously dealt with the matter will review it.	Our final viewpoint letter follows within 8 weeks of the date you first complained

Independent review

The Property Redress Scheme — for service complaints. Once you have our final viewpoint letter, or if 8 weeks have passed since you first complained, you can ask the Scheme to review the matter independently. It is a Government-approved scheme and there is no charge to you. Complaints must normally be referred within 12 months, with evidence supporting your case. The Scheme does not deal with data protection complaints.

- www.theprs.co.uk | complaints@theprs.co.uk
- Property Redress Scheme, Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood, Hertfordshire WD6 1JH

Propertymark — if, having used our 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. See www.propertymark.co.uk.

Data protection complaints

Since 19 June 2026 the Data (Use and Access) Act 2025 has required every organisation to have a process for handling data protection complaints. There are no exemptions. This is ours.

What counts. Any complaint about how we have collected, used, stored, shared or deleted personal data — for example sending your details to the wrong person, not dealing properly with a subject access request or another of your rights, keeping data longer than we need it, continuing to market to you after you asked us to stop, or not correcting information you have told us is wrong. If you are unsure whether your concern is a data protection matter, raise it anyway and we will work out how to handle it.

How to complain. Use whatever suits you — email, telephone, post, or in person at our office. You do not need a special form, and you do not need to use the words "data protection" or "complaint". We accept complaints however they reach us: if you tell any member of our team, in any part of our business, that you are unhappy about how we have handled your personal data, we will treat that as a data protection complaint and pass it to the person responsible for data protection.

What we will do.

Stage	What this means	Timing
1. Acknowledge	We confirm that we have received your complaint and that we will look into it. We have arrangements in place so that acknowledgements are still sent on time when a member of staff is away.	Within 30 days of receipt — in practice within 3 working days
2. Investigate	We make appropriate enquiries into the points you have raised. How long this takes depends on the complexity and scale of the issue and any harm you are suffering. Our 15 working day standard is a guideline, not a target: where we can resolve a data protection complaint sooner, we will.	Begins when we receive your complaint, not when we acknowledge it, and proceeds without undue delay
3. Keep you informed	We update you on progress, give you an expected completion date and a point of contact, and explain any delay.	Throughout the investigation
4. Tell you the outcome	We explain what we found, respond to each point you raised, and set out how we reached our conclusion and any changes we have made as a result. Where we conclude that we have complied with data protection law, we explain why in enough detail for you to understand our reasoning.	Without undue delay once the investigation is complete

Where we are able to investigate and give you an outcome within 30 days, we may not send a separate acknowledgement and outcome.

Identity and authority. If we have any doubt about who you are, we may ask for proof of identity, and we will ask as early as we can; if we already hold enough to be satisfied, we will not ask for more. If you are complaining for someone else — as their solicitor, attorney, family member, or on behalf of a residents' management company — we need evidence of your authority, such as an appropriate power of attorney or a signed letter of authority, and we cannot begin investigating until we have it.

Social media and complaints from children. Social media is not a secure way of sending personal information; we will accept a complaint raised that way, but will ask you for another means of contact so we can respond securely. Children have the same rights over their personal data as adults and can complain in the same way. We will reply in plain language they can understand, consider whether the child understands the right being exercised, and prioritise anything they tell us is urgent.

Complaining to the ICO. You can complain to the Information Commissioner's Office at any point. You do not have to use our procedure first, wait for our final viewpoint letter, or wait 8 weeks. We would like the chance to put things right, and raising it with us first often resolves matters faster — but that is your choice, not a condition. The ICO deals only with data protection; any service element of your complaint would go to The Property Redress Scheme instead.

- Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- 0303 123 1113 | www.ico.org.uk

Records, learning and training

For every complaint we record the date we received it, our acknowledgement, the relevant correspondence, the outcome, and any action we took — so that we can demonstrate how we handled the matter if we are ever asked, including by the ICO or Propertymark. We keep those records for no longer than we need them. We also track volumes and recurring themes and review each complaint once closed to see what we could do better. All of our staff are trained to recognise a data protection complaint and know where to direct it.

Client money and data protection

We handle personal data in accordance with the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025. 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.