



COMPLAINTS PROCEDURE (Client Service or Staff)

VX Block Ltd are committed to providing a professional service to all of its clients.

Occasionally things go wrong, if that happens we need you to let us know so that we can investigate the matter and deal with it with expediency. This will help us improve our customer service.

If you have a complaint, please put this in writing (letter) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Our complaints management process is based on guidance and best practice for complaints handling on the Property Redress Scheme's website <https://www.theprs.co.uk>.

We can be contacted by post marked FAO 'The Directors', VX Block Ltd, 59 Castle Street, Reading, Berkshire, RG1 7SN.

Your complaint will be **acknowledged within 5 working days**.

Please include **as much detail as possible**, including the specific nature of your complaint, dates, names of any members of staff you dealt with and any supporting evidence. We encourage you to include a summary what resolutions you require, as we find this is the best way to collaboratively resolve your complaint.



When using the postal system, please ensure you **date your letter** and send it **signed for delivery** to ensure you have a record of receipt.

Your complaint will be investigated by a **Company Director**, and we will provide a formal written response addressing your specific complaint and proposing resolutions where appropriate **within 15 working days from the receipt of your complaint**.

If you are not satisfied with the outcome of our investigation and proposed resolution(s), please let us know in order that we can understand the reasons behind your dissatisfaction.

Further communication discussion can be conducted in writing, via email, by text or through any other means of recorded / evidenced communication, including face to face and by telephone, which will be minuted and captured in writing via email or letter.

Once **further communication** has concluded, we will confirm in writing within **15 days** what we believe is the **best outcome we can achieve** / next steps.

“If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can take the matter up with the Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH - Telephone: 0333 321 9418
Email: info@theprs.co.uk.



Their process flow for the correct way to make a complaint is shown below:



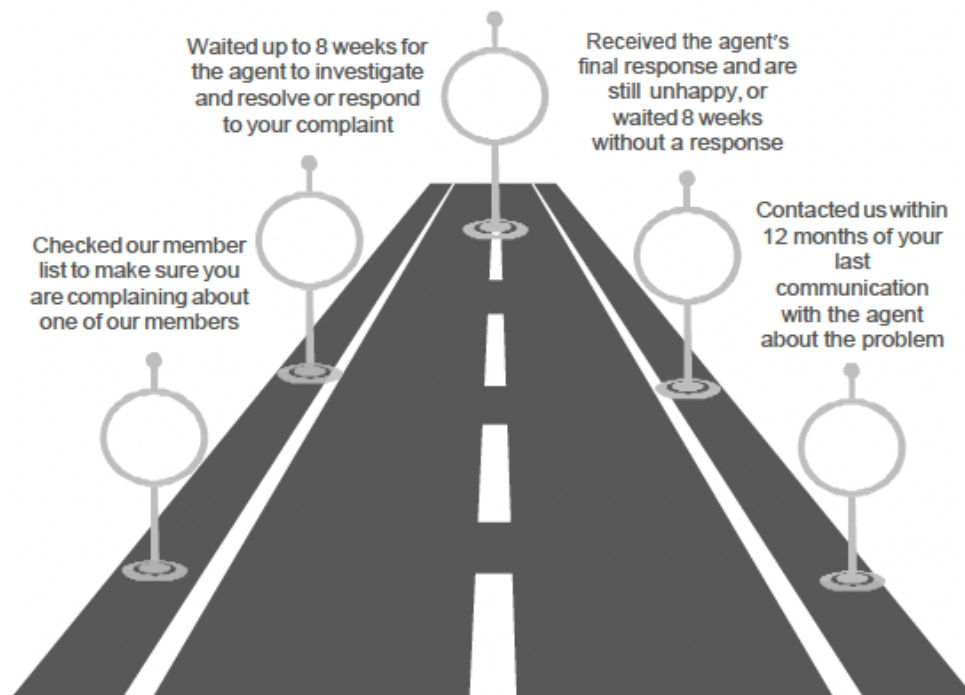
The right way to make a complaint

This leaflet is a quick easy to use guide to inform you about making a complaint, first with a PRS member and then with us.

If you are not sure how to write a formal complaint letter, please see the sample letter on our website.

Before raising a complaint with us, make sure you have:

Written to the agent clearly explaining the specific reasons for your complaint, and how you would like it resolved





We are a member of the **Property Redress Scheme**

Membership No. PRS041802

Company Name: VX Block Limited

Address: 59 Castle Street, Reading, Berkshire

Postcode: RG1 7SN

Registered Company No: 15119858
