

COMPLAINTS PROCEDURE (Client Service or Staff)

VX Block Ltd is committed to providing a professional service to all of its clients. Occasionally things go wrong, and if that happens we need you to let us know so that we can investigate the matter and deal with it promptly. This will help us improve our service.

If you have a complaint, please put it in writing to us and we will 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 published by the Property Redress Scheme at <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. When using the postal system, please ensure you date your letter and send it by signed for delivery so that you have a record of receipt.

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 of what resolution you require, as we find this is the most effective way to collaboratively resolve complaints.

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 resolutions, please let us know so that we can understand the reasons behind your dissatisfaction. Further communication can be conducted in writing, via email, by text or through any other means of recorded communication, including face to face and by telephone, which will be minuted and captured in writing. Once further communication has concluded, we will confirm in writing within **15 days** what we believe is the best outcome we can achieve and the proposed 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, they can refer the matter to the Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH. Telephone: 0333 321 9418. Email: info@theprs.co.uk.

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