

Excelsior UK Consulting Ltd Internal Complaints Policy and Procedure

Version: 2.0

Last reviewed: 18 November 2020

Excelsior UK Consulting Ltd aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by a Director.

If you believe that you have a complaint, please write in the first instance to one of our Directors, either by email or by post, at the addresses shown below:

Post: Excelsior UK Consulting Ltd, 23 Queens Parade, Ealing, London W5 3HU, England

Email: miriam@excelsior-uk.com

Your complaint will be:

- Acknowledged within 3 working days;
- Investigated thoroughly; and
- A formal reply will be sent to you within 15 working days of receipt of your complaint.

In the event that your complaint relates to property matters, and the outcome of our investigation fails to satisfy your complaint, then you may refer the matter to the Property Redress Scheme ("the PRS"). We will submit our file to the PRS on request. You are also entitled to raise your complaint with the PRS, should we fail to resolve your complaint directly within 8 weeks from the date we receive your complaint in writing.

You may find more details of the PRS on its website <https://www.theprs.co.uk/>. We can provide further details of the PRS on request or when appropriate.