
STILL NOT HAPPY?

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative, more senior member of staff for consideration.

Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third party.

If you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme.

CONTACT PROPERTYMARK

WE ARE MEMBERS OF PROPERTYMARK

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

**01926 496 791 | compliance@propertymark.co.uk
propertymark.co.uk/professional-standards/complaints**

PROPERTYMARK PROTECTION

Look for the logos that mean your money is protected, ensures complaints are dealt with and guarantees agents are independently regulated.



propertymark.co.uk/find-an-expert

Independent redress scheme



[Address: Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD6 1JH]

Phone: 0333 321 9418
Email: info@theprs.co.uk
Website: www.theprs.co.uk

You must refer your complaint to the redress scheme within **12 [for TPOS] / 6 [for PRS]**** months of our final correspondence regarding your complaint.**

INSURANCE COMPLAINTS

If you have a complaint relating to insurance, these will be dealt with separately to ensure we are complying with regulation rules. Any insurance-related matters will be acknowledged within five working days and issues can be reported by phone, in writing by post, by email, or you can pop into your local branch and talk to one of advisors.

Please allow up to eight weeks for us to issue a final response, however we will aim to get back to you much sooner than this. If we are unable to respond fully within four weeks of receiving your complaint, we will update you on our reasons for this. Following our final response, if you are unhappy with the outcome, you can refer the matter to the Financial Ombudsman Service:

**Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London, E14 9SR**

**08000 234 567
complaint.info@financial-ombudsman.org.uk
financialombudsman.org.uk**

Please note: if you are looking to refer a complaint to the Financial Ombudsman Service, you will need to have followed our complaints procedure first, and then passed the matter to the Ombudsman within six months of receiving our final response.