



IN-HOUSE COMPLAINTS PROCEDURE

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▪ **Our Commitment**

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

▪ **How to Give Feedback**

If you have suggestions, comments, or ideas for improvement, please email hello@areaproperty.co.uk

Your feedback will be acknowledged and forwarded to the relevant Team Leader and Business Manager.

▪ **How to Make a Complaint**

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to Property Redress to consider (without our final viewpoint on the matter)).

▪ **What will happen next?**

- **Acknowledgement** - We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
- **Investigation** - We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you.
- **Response** - A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- **If You're Not Satisfied** - If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. We will write to you within 15 working days of receiving your request for a review confirming our final viewpoint on the matter.

- If you are 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) you can request an independent review from the Property Redress without charge.

Property Redress

Limelight

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Hertfordshire

WD6 1JH

Phone: 0333 321 9418

Email: info@propertyredress.co.uk

Further information can be found on the Property Redress website here:

<https://www.propertyredress.co.uk/consumers>

Please note the following:

You will need to submit your complaint to The Property Redress within 6 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Redress requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.