

Complaints Handling Procedure

We hope that you will be happy with all aspects of our service. In the unlikely event that you are unhappy, please do not hesitate to contact us to let us know.

1. If your complaint is made verbally, you will be encouraged to put your complaint in writing. A written summary of your complaint should be forwarded to Clive Austerberry, the Director of this firm.
2. Once we have received your written summary, we will contact you/your representative in writing within seven working days to acknowledge receipt of your complaint and will enclose a copy of our Complaints Handling Procedure.
3. Within twenty one working days of receipt of your written summary, we will write to you/your representative to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
4. If you are still unhappy with the result, you may refer your complaint to the Property Redress Scheme which is an independent dispute resolution service.

Property Redress Scheme can be contacted at:-

Property Redress Scheme
Premiere House
1st Floor Elstree Way
Borehamwood
WD6 1JH

Telephone: 0333 321 9418 info@theprs.co.uk www.theprs.co.uk