

In House Complaints Procedure

We are a member of the Property Redress Scheme and as such aim to provide the highest standards of service to all our customers. This is to ensure that your interests are safeguarded and a complaints procedure is in place. The aim of this process is to resolve any issues or concerns as quickly as possible.

All complaints should, in the first instance be directed to the Property Administrator of the branch you have been dealing with.

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by a Director.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Property Redress at the address listed below. We will submit our file to the Redress Scheme on request. You are also entitled to have your complaint referred to the Redress Scheme should we fail to deal with matters promptly or do not comply with our in house complaints procedure within 8 weeks from the date we receive your written notification. Please note that you must do this within 12 months of the date of the final letter.

Premiere House,
1st Floor,
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<https://www.theprs.co.uk/>

Property Redress Scheme, Membership No: PRS026404