

COMPLAINTS PROCEDURE

In-house Complaints Procedure

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.

If you have a complaint, please put it in writing, including as much detail as possible to our Managing Director at the following address Ross Grant Wilson House 2 Lorne Park Road, Bournemouth BH1 1JN

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 the Property Redress Scheme to consider without our final viewpoint on the matter). Our membership registration is the following PRS022546

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by senior member of staff who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- 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 our Managing Director Ross Grant
- 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 have elapsed since the complaint was first made) you can request an independent review from The Property
- Redress Scheme without charge.

Address

Property Redress Scheme

Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.

Email: info@theprs.co.uk

Telephone: 03333219418

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property redress scheme requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.