

## **Procedure for Complaints**

### **Information for Customers**

We are a member of Property Redress Scheme (PRS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint:

### **Making a complaint**

#### **Stage One – Area Manager**

All complaints should, in the first instance, be directed in writing to the manager of the area you have been dealing with. This will be acknowledged within 3 working days and they will endeavour to resolve your complaint as soon as possible, otherwise no later than fifteen working days from when they received notification of the issue.

#### **Stage Two - Company Partner**

If you remain dissatisfied, you may then further your complaint in writing to the Company Partner for review; the Area Manager will supply you with their name and contact details. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the Company Partner will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days and this will be our 'final viewpoint' on the matter.

#### **Stage Three - The Property Redress Scheme**

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Redress Scheme (PRS) after a minimum of 8 weeks from the initial complaint sent. Details of how to do this are contained within the final viewpoint letter alongside a link to PRS Consumer Leaflet at [www.theprs.co.uk](http://www.theprs.co.uk).

Please note that if you do wish to contact the PRS, you must do so within 6 months of the date of the final viewpoint letter. It is also important to note that the PRS will not consider your complaint until our internal complaints procedure has been exhausted.

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