

COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers, so we hope you never need to complain to us. If something goes wrong, or we do not meet your expectations, we need you to tell us about it so we can continue to improve our standards.

If you have a complaint regarding Lettings, Property Management, Sales or Maintenance, please put it in writing and send it to jo@preseliproperty.co.uk

Please give us as much detail as possible in your correspondence about what you are complaining about.

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by Joanne Montgomery who will review your file and investigate the matter with any members of the team who dealt with you. We have 8 weeks to investigate the matter and respond.
3. A formal written outcome of our investigation will be sent to you within 28 days of our acknowledgement letter.
4. Should we not respond by the end of the 8-week period, or you are not satisfied with the response, you are entitled to refer your complaint to the relevant Ombudsman scheme.

For lettings and property management, this is The Property Redress Scheme. Further details of how to refer your complaint can be found at <https://www.theprs.co.uk/Complain>

For sales, this is The Property Ombudsman Scheme. Further details of how to refer your complaint can be found at <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

5. You will need to submit your complaint to the relevant ombudsman scheme for an independent review within 12 months of your last communication. Both schemes require that all complaints are addressed through this in-house complaint's procedure before being submitted for an independent review

Full details of both schemes can be found below:

The Property Ombudsman Milford House 43-45 Milford Street Salisbury Wiltshire SP1 2BP 01722 333 306

admin@tpos.co.uk <https://www.tpos.co.uk/>

The Property Redress Scheme

Premiere House, 1st Floor, Elstree Way, Borehamwood WD6 1JHA

0333 321 9418 info@theprs.co.uk

<https://www.theprs.co.uk/>