

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. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Redress Scheme.

What will happen next?

- We will acknowledge receipt of your complaint within three working days of receiving it.
- We will then investigate your complaint. Initially, this will be dealt with at branch level where staff involved with the file may be asked to provide supporting information relating to your complaint. A formal written outcome of our investigation will be sent to you within 10 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 a more senior member of staff.
- We will write to you within eight weeks of receiving your request for a review, confirming our final viewpoint on the matter

If you remain dissatisfied, you can then contact The Property Redress Scheme to request an independent review:

The Property Redress Scheme

Our complaints process

Find more details in our **Conditions of complaints**, on our website, in the resources section.

Complaint raised	We will only accept a complaint where: <ul style="list-style-type: none">• a complainant has followed the agent's formal complaints process• at least 8 weeks has been allowed for the agent to resolve the complaint• there is no response or no satisfactory resolution has been reached
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Our membership number with The Property Redress Scheme is PRS035731. Their address is:

Property Redress Scheme
Premiere House
1st Floor, Elstree Way

Borehamwood
Hertfordshire, WD6 1JH

Please note the following:

You will need to submit your complaint to The Property Redress Scheme within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

June, 2025