

Complaints Policy

We are committed to providing a high standard of service. If at any point you become unhappy or concerned about the service I have provided, you should inform me immediately so I can address the issue.

How to Make a Complaint

Please contact me in writing or by email using the contact details provided in your engagement letter. Please provide:

- Your full name and contact details
- A clear description of your complaint and what you would like me to do to resolve it
- Any relevant documents or correspondence

What Will Happen Next

- I will acknowledge your complaint within 3 working days of receiving it.
- I will investigate your concerns and aim to provide a full written response within 14 working days.
- If I need more time (e.g., to gather further information), I will let you know and give you a revised timescale.

What If We Cannot Resolve Your Complaint?

If we are unable to resolve your complaint internally, you may be able to refer it to the Property Redress Scheme.

- Please allow us 8 weeks to resolve your complaint before going to the Property Redress Scheme

The Property Redress Scheme can be contacted at:

Website: www.propertyredress.co.uk

Email: info@propertyredress.co.uk

Telephone: 0333 321 9418

