Complaints Procedure

A commitment is made to provide all clients and customers with a professional, high-quality service. When a problem arises, the agent needs to be informed to improve standards and resolve concerns.

Step 1: Making a complaint

- Complaints should be submitted in writing (letter or email) to the relevant branch manager or designated complaints handler.
- Provide as much detail as possible, including:
    - Name and contact details
    - Confirmation of the relationship to the property (e.g., seller, buyer, tenant)
    - The full address of the property, if applicable
    - The specific aspect of the service being complained about
    - Dates and times of relevant events or conversations
    - Details of any previous attempts to resolve the issue with staff
    - Copies of any relevant correspondence or documents (e.g., letters, emails, photos, receipts)
    - Desired resolution to the complaint

Step 2: Investigation and initial response

- Receipt of the complaint will be acknowledged in writing within three working days.
- A copy of this complaint's procedure will be provided with the acknowledgment letter.
- The relevant branch manager or a designated complaints handler will investigate the complaint.
- A formal written outcome of the investigation will be sent within 10 working days of sending the acknowledgement letter.
- If more time is needed to investigate, the delay will be communicated, along with an explanation and an estimated response time.

Step 3: Review of the initial response

- If not satisfied with the outcome of the initial investigation, contact the agent again in writing within [number] working days of receiving the initial response.
- A separate review of the complaint will be conducted by a more senior member of staff, such as a company director or a head office representative.
- The final viewpoint on the matter will be provided in writing within 10 working days of receiving the request for a review.

Step 4: Referral to an independent redress scheme

- If dissatisfaction remains after the final stage of the in-house complaint's procedure (or if more than eight weeks have passed since the initial complaint and no final viewpoint has been provided), the complaint can be referred to the Property Redress Scheme (PRS) for an independent review.
- The complaint must be referred to the relevant redress scheme within 12 months of receiving the final viewpoint letter, or the end of the eight-week period if no final viewpoint was provided.
- Information on how to refer a complaint to The Property Redress Scheme can be found at their website, www.theprs.co.uk,.
- The redress scheme will not charge for considering the complaint.

Important Notes:

- Keep copies of all correspondence and documents related to the complaint.
- Help with the complaint can be sought from a third party, such as a friend, family member, legal representative, or Citizens Advice.
- This procedure meets obligations as members of [The Property Redress Scheme] and complies with relevant regulations, such as the Estate Agents Act 1979 and the Consumers, Estate Agents and Redress Act 2007.

This example offers a clear, structured method for managing complaints, guiding clients and highlighting their rights and available options.