

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 and e mail to the Branch Manager Lee Seath (include as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a E Mail acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the branch manager who will review your complaint. A formal written e mail outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement confirmation.
- If, at this stage, you are still not satisfied, you should contact us again and refer your complaint to Tina Etherington –Director she will arrange for a separate review to take place.
- We will communicate by e mail to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

lee@eandmps.com - Branch Manager 81 Coal Clough Lane Burnley BB11 4NS

Tina@eandmps.com - Director 81 Coal Clough Lane Burnley BB11 4NS

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

The Property Redress Scheme

1st Floor

Elstree Way

Borehamwood

WD6 1JH

0333 321 9418

info@theprs.co.uk

Please note the following:

You will need to submit your complaint to The Property Redress Scheme within 12 months of receiving our final viewpoint, including any evidence to support your case.

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