

## COMPLAINT HANDLING PROCEDURE

SalesAndLettings Estate Agents Ltd is committed to the highest standards of service and compliance. The branch is bound by the Property Redress Scheme's Code Of Practice.

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at [info@salesandlettings.com](mailto:info@salesandlettings.com). Whilst we cannot deal directly with your complaint, we are here to help.

We have a standard procedure for handling complaints which is as follows:

### 1. Making a complaint

In the first instance your complaint should be directed in writing to the Branch Manager. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

### 2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the director of the office explaining why you are unhappy with the response. The director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

### 3. Independent Redress

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Redress Scheme (PRS) at the following address:

Property Redress Scheme  
Premier House, 1<sup>st</sup> Floor,  
Elstree Way, Borehamwood  
WD6 1JH

### 4. What Next?

You will receive written confirmation from the Property Redress Scheme (PRS) that your complaint has been received. They will write to the branch, enclosing a copy of your complaints form, and request their file and a statement describing their vision of events.

The matter will be referred to a case officer who will review the complaint together with the response from the branch and make a recommendation to the PRS who will make a final decision, which is binding upon the branch in question.