



Complaints Procedure

We are committed to providing a professional service to our clients. When something goes wrong, we need to know about it. This will help us to continue to provide an exceptional service.

If you have a complaint, please in the first instance put this in writing to the below;

Stage One

Residential Sales

Kimberley Neilson – Sales Manager – kimberley@thepropertyman.co.uk

Lettings

Wendy Cooke – Office Manager – wendy@thepropertyman.co.uk

What will happen next?

- We will acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint and the outcome of this will be sent in writing to you within 15 working days of the acknowledgment letter.
- If at this stage you are still not satisfied, you should contact us again and follow stage two of our complaints procedure where the complaint will be investigated by a senior member of staff.

Stage Two

Please email Robert Smith, Director on rob@thepropertyman.co.uk

What will happen next?

- We will acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint and the outcome of this will be sent in writing to you within 15 working days of the acknowledgment letter.
- If you remain dissatisfied, you can then contact The Property Redress Scheme to request an independent review (Stage Three)

Stage Three

In writing to the RPS

Property Redress Scheme
Premire House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH

info@theprs.co.uk

You are required to submit your complaint with the RPS within 12 months of your last communication.

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