

Sold.Buy.Simon

Customer Complaints Procedure.

We are member of the **Property Redress Scheme** and abide by their code of practice. These notes set out the procedure which we will follow in dealing with a customer complaint.

1. Laura Knight Smith, partner of the company is appointed to deal with complaints and can be contacted on laura@soldbuysimon.co.uk.
2. Where a complaint is made verbally, you will be requested to send a written summary of the complaint to our complaints officer.
3. Once we have received a written summary of complaint, this will be investigated thoroughly. We will contact you in writing within 3 working days of receipt of your written summary to confirm our understanding of the circumstances leading to your complaint and to inform you of the outcome of our investigations. We will also advise you of what actions have been, or are to be taken as a result of your complaint and our investigations.
4. If the complaint has still not been resolved to your satisfaction, you may refer this to The Property Redress Scheme at online www.theprs.co.uk/Complain- by phone at 0333 321 9418 or by post at with all relevant evidence to-
- 5.

Property Redress Scheme

Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.

who will consider your complaint in line with the criteria and procedures set out in their published complaints leaflet. Any referral to PRS must be made within 12 months of the date of our final review as explained in section 4 above.