

Property Stop Lettings Sales & Management Limited

Procedure for Complaints Handling

At **Property Stop Lettings Sales & Management Limited** we want you to be fully satisfied with our service. Sometimes things don't go to plan and when something does go wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint:

You can get in touch through our formal complaints procedure below.

Please put your formal complaint in writing either by email or letter, including as much detail as possible.

When contacting us, please tell us:

- your name and contact details
- confirmation of what your relationship is to the property
- the full address of the tenancy property, if you have those details
- the aspect of our service you are complaining about;
- how you would like us to put matters right.

We will then respond in line with the timeframes set out below. You can get in touch in two different ways – either by post:

Property Stop Lettings Sales & Management Limited, 43 Manor House Road, Jesmond, Newcastle upon Tyne, NE2 2LY

or by email: **admin@propertystopism.com**

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days, enclosing a copy of this procedure.
- We will investigate your complaint. A formal written outcome of our investigation will be sent to you within 10 working days of sending the acknowledgement letter. If there is a reason why we need more time than this we will tell you why.
- If, at this stage, you are still not satisfied with the outcome, you should contact us again and we will arrange for a separate review to take place by a more senior member of staff.
- We will write to you within 10 working days of receiving your request for a review, confirming our final viewpoint on the matter. If we need more time than this we will tell you why. If you still remain dissatisfied, you can then contact ***Property Redress Scheme*** to request an independent review:

**Premiere House,
1st Floor,
Elstree Way,**

**Borehamwood,
WD6 1JH.**

Tel: 0333 321 9418

Email: info@theprs.co.uk

Please note the following:

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

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