



Fraser Reeves Estate Agents Limited

COMPLAINTS PROCEDURE

Our aim is to provide a first class service and to do everything we can to ensure customers are satisfied. If you feel that we have fallen short of this standard and you would like to raise your concerns, we ask that you inform us in writing to allow us to investigate further. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to the Property Redress Scheme.

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly. The timescales for dealing with a complaint are as follows:

- You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of your receipt of complaint.
- Within 10 day working days of the acknowledgment, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.
- After our final response, we deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme and ask them to investigate your complaint. To take your complaint to the Property Redress Scheme you must have carried out the following:

- You must have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within one year from the last communication with you regarding this complaint.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form.

Web: www.theprs.co.uk

Email: complaints@theprs.co.uk

By post at:

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