

# Customer complaints procedure...

**EXCLUSIVE**

PROPERTY SALES & CONSULTANTS

For the sale and purchase of property our Alternative Dispute Resolution (ADR) entity is **The Property Redress Scheme**.

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:- *Complaints Team, Unit 23 Flotilla House, Juniper Drive, London, SW18 1FX.*

Alternatively you may forward details of your dissatisfaction by email to: **complaints@exclusivepropertysales.co.uk** If you prefer you may telephone on 0208 432 7330. Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them fully and fairly. Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

## The process...

- ◇ You will be advised, in writing, who is to be responsible for investigating your complaint.
- ◇ You will receive a detailed response within seven working days of our receiving your complaint.
- ◇ If further time is required, for example to receive reports from a third party, then you will receive a written explanation for any delay at the end of the fifteen working day time frame.
- ◇ If we do not hear from you within a further eight weeks from the date of our response, we will assume the matter has been addressed and we will close our file.
- ◇ Should you have concerns in the meantime, please contact the member of staff whose name appears on the letter of acknowledgement.

## Still unhappy?

After receiving our response, if you feel your complaint has not been fully addressed, please let us know.

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that if you feel your complaint has not been properly addressed, you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Redress Scheme. Details for The Property Redress Scheme are as follows: The Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH T 0333 321 9418 E [info@theprs.co.uk](mailto:info@theprs.co.uk) W [www.theprs.co.uk](http://www.theprs.co.uk)

**Please note: you will need to complete our internal complaints procedure, before you raise your concerns with The Property Redress Scheme.**



0208 432 7330



[www.exclusivepropertysales.uk](http://www.exclusivepropertysales.uk)



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