

Customer internal complaints procedure – Residential Sales or Lettings

We are committed to providing you with the highest standards of service. However, there may be occasions when our services fall short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns.

To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

You are unhappy?

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:

The Director - Wayne and Silver – 41 Heath Street, Hampstead, NW3 6UA

If you prefer you may telephone on 020 7431 4488 or visit the office. Or you may forward full details of your dissatisfaction by email to: mw@wayne-silver.com

- Your concerns will be considered by one of the directors, who will investigate the matter.
- We will send you written acknowledgement within three working days.
- Where possible you will receive a detailed response within fifteen working days of our acknowledgment of your complaint.
- If further time is required to investigate your concerns, then you will receive a written explanation for any delay.
- If we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file.
- Should you have concerns in the meantime please contact the member of staff whose number appears on the letter of acknowledgment.

Still unhappy?

- After receiving our response, if you feel your complaint has not been fully addressed, please let us know.
- Your letter will be acknowledged within three working days of receipt.
- Your concerns will be considered by a different Director who has not been involved in the initial determination.
- A final response will be issued where possible, within working fifteen days of the acknowledgment for your request of a further review. If we are unable to respond within fifteen working days we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

What happens next?

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complain to a third party.

Therefore in our final letter to you we will let you know the details of the regulation body who you can approach for further arbitration.

Property Redress Scheme

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

By Phone

0333 321 9418

(9.00am to 5.30pm Monday-Friday)

By Email

info@theprs.co.uk

Please note: you will need to complete our internal complaints procedure before you can refer your concerns to any regulatory body.