

In House Complaints Procedure

Our aim is to provide a first-class service by doing everything we can to make sure you are satisfied. If you feel we have fallen short of this standard and would like us to carry out a formal investigation, which we hope will resolve those concerns and restore your faith in us, please write to us with full details to:

Postal Address: Right Now Residential, 108 Maltings Place, London, SE1 3JB
Email Address: info@rightnowresidential.co.uk.

Please include the following information and evidence where it is relevant:

- An outline of your complaint explaining why you feel that we have not provided a satisfactory service
- What you would like us to do to resolve it
- Any specific details that you feel would help us with resolving your complaint, including, but not limited to:
- Names of advisors you have spoken to in connection with the complaint
- The branch name in connection with the complaint
- Time(s) and date(s) of the incident(s)
- Telephone numbers and/or addresses you have used to contact us
- Any written documents relating to your complaint
- Any other documents which are relevant and support your complaint

We will send you a 'confirmation of receipt' within 3 working days of receiving your complaint. We will fully investigate the point(s) you raise and send a complete response within 10 working days of the confirmation of receipt.

If we cannot resolve your concerns during this period, we will provide you with an estimate of when you will receive our complete response and reasons for any delay.

After our final written response, we may conclude that the complaint is closed, and if so, we reserve the right not to enter into any further communication.

We are members of the Property Redress Scheme, a government-approved redress scheme that resolves complaints between members and consumers. If you remain unhappy with our response after following our complaints procedure, you can contact them and ask them to investigate your complaint.

Before raising your complaint with The Property Redress Scheme, you must have waited 8 weeks from the date of your written complaint to us for us to investigate and respond. You must also show that it is still within one year from the last communication we had with you relating to this complaint.

The Property Redress Scheme is free to use for those making a complaint, and further information and guidance on how to resolve complaints is available for you on their website www.theprs.co.uk/Consumer. Contact the Property Redress Scheme directly or visit their website to make a complaint. The Property Redress Scheme contact details are as follows:

Postal Address: The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH
Email: complaints@theprs.co.uk