

## **Scott Estates Management Ltd**

### **IN-HOUSE COMPLAINTS PROCEDURE**

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. 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 (PRS).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within seven working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by Mr Scott Baker, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or if more than 8 weeks have elapsed since the original complaint was made), the he/she can take the matter up with the Property Redress Scheme to request an independent review without charge.

The Property Redress Scheme  
Premiere House, 1<sup>st</sup> Floor  
Elstree Way  
Borehamwood  
WD6 1JH

Tel: 0333 321 9418  
Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)  
[www.theprs.co.uk](http://www.theprs.co.uk)

Please note the following:

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

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