

Complaints Procedure

Stage 1

IF YOU BELIEVE YOU HAVE A GRIEVANCE, PLEASE WRITE IN THE FIRST INSTANCE TO THE RELEVANT BRANCH DIRECTING IT TO EITHER THE BRANCH MANAGER IF IT IS A SALES MATTER OR THE LETTINGS MANAGER IF IT IS A LETTINGS MATTER AS DETAILED ON OUR CONTACT US PAGE.

Stage 2

THE GRIEVANCE WILL BE ACKNOWLEDGED WITHIN 14 WORKING DAYS AND THEN INVESTIGATED THOROUGHLY IN ACCORDANCE WITH OUR COMPLAINT HANDLING PROCEDURES. A FORMAL WRITTEN OUTCOME OF THE COMPLAINT WILL BE SENT TO YOU WITHIN 20 WORKING DAYS OF RECEIPT OF OUR INITIAL ACKNOWLEDGEMENT LETTER AND YOU WILL BE INVITED TO MAKE ANY COMMENTS THAT YOU MAY HAVE IN RELATION TO THIS RESPONSE. IF FOR ANY REASON, WE REQUIRE LONGER THAN THIS TIME SCALE TO FULLY INVESTIGATE THE MATTER, WE WILL ADVISE YOU IN WRITING AND CONFIRM OUR REVISED RESPONSE DATE.

Stage 3

IF YOU REMAIN DISSATISFIED WITH THE RESULT OF OUR INTERNAL INVESTIGATION THEN PLEASE WRITE TO THE DIRECTOR PETER LAWRENCE AT 106 VICTORIA ROAD, RUISLIP MANOR, HA4 0AL

Stage 4

FOLLOWING THE CONCLUSION OF OUR IN-HOUSE REVIEW WE WILL WRITE TO YOU WITH A FINAL WRITTEN STATEMENT USUALLY WITHIN 20 WORKING DAYS OF RECEIVING YOUR ESCALATED COMPLAINT. PLEASE NOTE THAT A COMPLAINT WILL NOT BE INVESTIGATED IF IT HAS NOT FIRST BEEN REFERRED TO THE BRANCH MANAGER OR LETTINGS MANAGER OF THE INDIVIDUAL BRANCH AND STAGE 3 COMPLAINTS MUST BE SUBMITTED IN WRITING IN ORDER FOR THE MATTER TO BE FURTHER INVESTIGATED.

Stage 5

IF YOU REMAIN DISSATISFIED WITH THE CONCLUSION OF THE IN-HOUSE REVIEW OF THE COMPLAINT, YOU CAN REFER THE MATTER TO THE PRS. PLEASE WRITE TO THE PRS USING THE ADDRESS BELOW:

THE PRS, 1st FLOOR PREMIER HOUSE, ELSTREE WAY, BOREHAMWOOD, WD6 1JH. PLEASE NOTE YOU WILL NEED TO SUBMIT YOUR COMPLAINT TO THE PRS WITHIN 12 MONTHS OF RECEIVING OUR FINAL WRITTEN RESPONSE, INCLUDING ANY EVIDENCE TO SUPPORT YOUR CASE. THE PRS REQUIRES THAT ALL COMPLAINTS ARE ADDRESSED THROUGH OUR IN-HOUSE COMPLAINTS PROCEDURE, BEFORE BEING SUBMITTED FOR AN INDEPENDENT REVIEW BY THEM.