

Complaints Procedure

We pride ourselves on providing a professional and friendly service to all of our clients, tenants, contractors and customers.

We hope that there is never a reason for a complaint, but sometimes things can go wrong and you need to know the process of letting us know about any dissatisfaction from the service you have received from us.

If you have a complaint or want to raise an issue, please let us know as soon as possible and please provide us with full details. You can initially call us on 01293 822585 to discuss this, or please put this in writing and either post to our office address, or email to info@propertyconnexions.co.uk

We will acknowledge your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will investigate the complaint and a formal reply will be sent to you within 15 working days, confirming the outcome of our investigation.

If you are not satisfied with our response, or if 8 weeks have passed since the date of your initial complaint, you may then request an independent review from the Property Redress Scheme (PRS) and there is no charge for this. The contact details are as follows:

Property Redress Scheme

Tel: 0333 321 9418
email: info@theprs.co.uk
Web: www.theprs.co.uk

Please note that you need to submit your complaint to the Property Redress Scheme within 12 months of when you received our formal response