

Mark Beaumont Estate Agents

In-House Complaints Procedure

At Mark Beaumont Estate Agents, we want you to be fully satisfied with our service. Sometimes things don't go to plan and when something does go wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, our staff who you usually deal with will try to resolve it that day, so please tell them in the first instance. Should they need some time to look into the matter, they will explain why and tell you how long it will take. If you're not happy with the response you receive from the team, you can get in touch through our formal complaint's procedure below.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Redress Scheme PRS to consider without our final viewpoint on the matter).

When contacting us, please tell us:

- your name and contact details
- confirmation of what your relationship is to the property.
- the full address of the tenancy property if you have those details.
- the aspect of our service you are complaining about.
- how you would like us to put matters right.

We will then respond in line with the timeframes set out below. You can get in touch in two different ways – either by post:

Mr. Ben Hall
The Prudential Building
197 Lewisham High Street
London
SE13 6AA
Or by email: pm@markbeaumont.com

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager 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 receipt of the original complaint. If there is a reason why we need more time than this, we will tell you why.
- If, at this stage, you are still not satisfied with the outcome, you should contact us again and we will arrange for a separate review to take place by a more 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 we need more time than this, we will tell you why.

- If you remain dissatisfied, (or more than 8 weeks has elapsed since the complaint was first made) you can then contact the PRS (Property Redress Scheme) to request an independent review:

**Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH
theprs.co.uk
0333 321 9418**

Please note the following:

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

The PRS requires that all complaints are addressed through this in-house complaint's procedure, before being submitted to them for their independent review.

Our membership number is PRS030184