

Complaints Procedure

We are proud of our high levels of customer service and we will always do our best to make sure our clients are happy with the service they receive from us. But we understand that despite our best efforts that sometimes something might go wrong. If this is the case, or if we do not meet your expectations, we ask you to tell us about it so we can help to resolve any issues and also so we can continue to learn and improve our standards.

If you feel you have need to register a formal complaint regarding Lettings, Property Management, Sales or Maintenance, please put it in writing and send it to hello@luxurywelshhomes.com

Please give us as much detail as possible in your correspondence about what you are complaining about.

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by a member of the senior management team who will review your file and investigate the matter with any members of the team who dealt with you. We have 8 weeks to investigate the matter and respond. A formal written outcome of our investigation will be sent to you within this time period.
3. Should we not respond by the end of the 8-week period, or you are not satisfied with the response, you may request to have the matter reviewed by a Director. They will reply with the final position of the company within 28 days. If after their review you still not satisfied then you are entitled to refer your complaint to the relevant Ombudsman scheme.

For residential sales, lettings and property management, this is The Property Redress Scheme. Further details of how to refer your complaint can be found at <https://www.theprs.co.uk/Complain>

4. You will need to submit your complaint to the relevant ombudsman scheme for an independent review within 12 months of your last communication. All complaints should be addressed through this in-house complaint's procedure before being submitted for an independent review

The Property Redress Scheme

Premiere House, 1st Floor, Elstree Way, Borehamwood WD6 1JHA 0333 321 9418 info@theprs.co.uk
<https://www.theprs.co.uk/>