

INTERNAL COMPLAINTS PROCEDURE

We aim to provide a 5* service and do everything we can to ensure you are satisfied.

If you want to complain, please firstly telephone the person who has been your contact and explain that you are dissatisfied with an aspect of the service you have received.

If you still remain unhappy with the way your complaint has been dealt with then you should set out your complaint in writing to our office address at the foot of this page or by email to property@renshaw-estates.co.uk

To resolve your complaint, we require the following and evidence applicable:

- A detailed outline of your complaint
- How you would like us to resolve it
- Any specific details that you feel would assist us with resolving your complaint

On receipt of a complaint, we will fully investigate the issue(s) you have raised and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- Acknowledgement of receipt of your complaint within 3 working days of receipt
- A full response within 10 working days of the acknowledgement
- If we're unable to resolve the matter within 10 working days, we will provide reasons why and provide an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed, then we reserve the right not to enter in to any further correspondence.

We are members of The Property Redress Scheme (PRS). If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact The PRS to ask them to investigate your complaint. To take your complaint to The PRS you must first have carried out the following:

- Made an official complaint to us, in writing
- Waited 8 weeks for your complaint to have been resolved by us in writing
- It is within 12 months from our last communication regarding this complaint

Renshaw Estates Ltd. Managing Director: Rick Barson

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The PRS is a government approved Redress Scheme who resolves complaints between Members and their consumers.

The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The PRS is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

To make a complaint, please contact The PRS directly or alternatively, visit their website and fill out a Complaints Form. The PRS contact details are as follows:

Website: www.theprs.co.uk

Email: info@theprs.co.uk

Address: The Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire WD6 1JH