



# **COMPLAINTS HANDLING** **PROCEDURE**

Version 2026.1

*This Complaints Handling Procedure was last updated on 22 April 2026 and takes effect from 1 May 2026.*





**Element Properties Alexandra Park Ltd** (trading as **Element Properties & Co.**) ("Element", "we", "us", "our") is committed to delivering a professional, transparent and high-quality service. Where something has gone wrong, or where you are dissatisfied with the service you have received, we want to know about it and put it right. This Complaints Handling Procedure explains how to raise a complaint with us, how we will handle it, and what to do if you remain dissatisfied.

This Procedure has been drafted to comply with the Code of Practice of **The Property Redress Scheme**, our government-approved redress scheme under the Redress Schemes for Lettings Agency Work and Property Management Work (Approval and Designation of Schemes) (England) Order 2013, and with such requirements as may be imposed by the Private Landlord Ombudsman established under Part 2 of the Renters' Rights Act 2025 once that body is operational.

**IMPORTANT** **Your right to refer a complaint.** If we have not resolved your complaint to your satisfaction within **8 weeks** of first receiving it, or if we have issued our Final Viewpoint Letter before then, you may refer the matter to The Property Redress Scheme (and, once operational, to the Private Landlord Ombudsman) free of charge. Contact details are in section 9.

## 1. OUR COMMITMENT

We will handle every complaint:

- **Promptly** — we acknowledge within 3 working days and aim to resolve within 15 working days
- **Fairly** — we investigate objectively and give you a reasoned decision
- **Accessibly** — we accept complaints in any form and make reasonable adjustments as required by the Equality Act 2010
- **Consistently** — we apply this Procedure uniformly and keep records of outcomes for quality purposes
- **Confidentially** — we handle complaints in accordance with our Privacy Notice
- **Without retaliation** — raising a complaint will not adversely affect your tenancy, application or transaction

## 2. WHO CAN COMPLAIN AND WHAT YOU CAN COMPLAIN ABOUT

### 2.1 Who Can Complain

- Landlords and prospective landlords
- Tenants, prospective tenants and guarantors
- Buyers and sellers of residential property



- Third parties directly affected by our services (for example, neighbours of a managed property)
- A duly authorised representative of any of the above

## **2.2 Scope**

This Procedure applies to complaints about the services we provide in connection with:

- Residential sales
- Residential lettings
- Property management
- Related services provided directly by Element

## **2.3 Matters Outside This Procedure**

This Procedure does not apply to:

- Disputes between third parties in which we have no material involvement
- Matters that are the subject of active court or tribunal proceedings
- Complaints about a landlord's or tenant's conduct that do not involve our services — although we will refer you to the correct route (for example, The Property Redress Scheme, the First-tier Tribunal or the landlord directly)
- Disputes about tenancy deposits, which are handled under the rules of the relevant deposit-protection scheme

Where a complaint falls outside this Procedure we will tell you in writing, briefly explain why, and signpost the appropriate route. Our determination that a matter is out of scope does not prevent you from referring the matter to The Property Redress Scheme.

# **3. WHAT WE TREAT AS A COMPLAINT**

We treat as a complaint any expression of dissatisfaction, however made, by or on behalf of a customer about the services we provide, where that dissatisfaction calls for a response.

We will not require you to use the word "complaint" for us to treat a matter as one. If it is unclear whether a concern is intended as a complaint, we will ask you — we will not make that decision unilaterally.

# **4. HOW TO RAISE A COMPLAINT**

## **4.1 Informal Resolution**

Many issues can be resolved quickly by speaking to the member of staff handling your matter, or to their manager. We encourage you to try this first where appropriate, but you are not required to.





## 4.2 Formal Complaint

You may raise a formal complaint in any of the following ways:

- **By email:** info@elementproperties.co.uk
- **By letter:** Complaints Manager, Element Properties & Co., 26 Palace Gates Road, London N22 7BN
- **By telephone:** 020 8057 0777 (we will make a written record of a telephone complaint and send you a copy for review)
- In person at either of our offices

We will never refuse to handle a complaint because it is made by a particular channel, and we will not require you to put it in writing before we start our investigation. Where a complaint is made orally, we will prepare a written summary, send it to you, and invite any corrections before we begin investigating.

## 4.3 Reasonable Adjustments and Accessibility

If you need assistance to make your complaint (for example, because of a disability, language needs, literacy needs, or because English is not your first language), please tell us and we will make reasonable adjustments. This may include taking your complaint by telephone, arranging a face-to-face meeting, accepting a complaint via a representative, or providing our correspondence in an alternative format.

## 4.4 What to Include

To help us investigate effectively, please give us as much of the following as you can (but do not delay making your complaint if you cannot provide all of it):

- Your full name and preferred contact details
- The property address, if relevant
- A clear description of what you are complaining about, including key dates and events
- The outcome you would like us to achieve
- Any supporting documentation or correspondence

If we need further information to progress the complaint, we will ask you and explain why. We will not refuse to investigate a complaint simply because some information is missing.

# 5. ACKNOWLEDGEMENT AND STAGE 1 — INITIAL INVESTIGATION

## 5.1 Acknowledgement

We will acknowledge your complaint in writing within **3 working days** of receipt. Our acknowledgement will confirm:

- The individual responsible for handling your complaint



- The expected timeframe for our response
- A unique reference number for tracking

## 5.2 Investigation and Response

Your complaint will be investigated by a manager or director who, so far as reasonably practicable, has not been directly involved in the matter complained about. The investigation may include:

- A review of internal records, files and correspondence
- A review of call recordings where relevant
- Discussions with relevant members of staff and, where appropriate, third parties
- Consideration of your contract, our professional obligations, and applicable legal and regulatory requirements

We will issue a **Stage 1 written response** within **15 working days** of our acknowledgement. The response will set out:

- A summary of your complaint as we have understood it
- Our findings, with reasons
- Any action we propose to take, including any remedy or goodwill gesture
- Your right to ask for a final internal review (Stage 2) if you remain dissatisfied

## 5.3 Extension of Time

Where the complaint is complex or requires input from a third party, we may need more than 15 working days. Before the 15-working-day period expires we will write to you explaining the reason for the delay, the steps being taken, and the revised timeframe. We will keep you regularly updated. An extension does not affect your right to escalate to The Property Redress Scheme after 8 weeks have elapsed.

## 6. STAGE 2 — FINAL INTERNAL REVIEW

If you remain dissatisfied with our Stage 1 response, you may request a Stage 2 review by writing to us within **28 days** of the Stage 1 response. Late requests will still be considered where there is good reason.

The Stage 2 review will be conducted by a Director or the Compliance Lead who was not the decision-maker at Stage 1. It will involve a fresh consideration of the matter on the basis of the existing investigation and any new information you provide.

We will issue our **Final Viewpoint Letter** within **15 working days** of receiving your Stage 2 request, or issue a written extension notice in accordance with section 5.3. The Final Viewpoint Letter will:

- Confirm our final position and the reasons for it
- Confirm that our internal complaints process is exhausted





- Advise you of your right to refer the matter to The Property Redress Scheme (and, where applicable, the Private Landlord Ombudsman) and give their contact details

## 7. TIMELINE SUMMARY

Stage	Timeframe
Acknowledgement of complaint	Within 3 working days of receipt
Stage 1 response	Within 15 working days of acknowledgement
Right to request Stage 2 review	Within 28 days of Stage 1 response (late requests considered)
Stage 2 Final Viewpoint Letter	Within 15 working days of Stage 2 request
Right to refer to redress scheme	At any point after 8 weeks from first raising the complaint, or after receipt of the Final Viewpoint Letter (whichever is earlier)
Time limit for referring to The Property Redress Scheme after Final Viewpoint	Within 12 months of the Final Viewpoint Letter

## 8. NON-PREJUDICE AND RECORDS

### 8.1 Without Prejudice

Statements made during the complaints process, including any offer of remedy or goodwill gesture, are made without prejudice to Element's legal position and do not constitute an admission of liability unless expressly stated in writing to that effect.

### 8.2 Record-Keeping

We keep records of all complaints, including the complaint, investigation, outcome and actions taken, in accordance with the retention periods in our Privacy Notice. Complaints data is used to monitor service quality, train staff and report to regulators and redress bodies where required.

## 9. REFERRING YOUR COMPLAINT TO OUR REDRESS SCHEME

You may refer your complaint to The Property Redress Scheme free of charge if either:

- We have issued our Final Viewpoint Letter, and you remain dissatisfied; or
- **8 weeks** have passed since you first raised the complaint with us and it has not been resolved



## 9.1 The Property Redress Scheme — Contact Details

7th Floor Corn Exchange  
55 Mark Lane  
London  
EC3R 7NE

- **Telephone:** 0333 321 9418
- **Email:** [info@theprs.co.uk](mailto:info@theprs.co.uk)
- **Website:** [www.propertyredress.co.uk](http://www.propertyredress.co.uk)

The Property Redress Scheme will consider your complaint once our internal procedure has been completed or the 8-week period has expired. Complaints must be referred to The Property Redress Scheme within **12 months** of the Final Viewpoint Letter. The Property Redress Scheme may decline complaints that fall outside its jurisdiction, but will signpost you to the appropriate body.

## 9.2 Private Landlord Ombudsman

The Renters' Rights Act 2025 provides for a new Private Landlord Ombudsman, which is expected to become operational in a later phase of the Act's implementation. Once it is operational and where it has jurisdiction over the subject of your complaint, we will include referral details in our Final Viewpoint Letter. Our membership of the Private Landlord Ombudsman (when it becomes a legal requirement) will be displayed on our website and in our offices.

## 9.3 Other Routes

- For complaints about how we handle your personal data, you may complain to the **Information Commissioner's Office** ([www.ico.org.uk](http://www.ico.org.uk), 0303 123 1113)
- For complaints about client-money handling, you may complain to **Client Money Protect**
- Nothing in this Procedure affects your right to take legal proceedings, but The Property Redress Scheme will not usually consider a complaint where court proceedings have already been started

## 10. UNREASONABLE OR VEXATIOUS BEHAVIOUR

We take all complaints seriously and handle them fairly. In rare cases a complainant's behaviour may be unreasonable — for example, abusive or threatening conduct towards staff, repeated submission of the same complaint without any new evidence or material change, or unreasonable volumes of correspondence. Where this happens, we may:



- Limit the channels through which you contact us (for example, a single named contact or email address)
- Limit the volume or frequency of correspondence we will respond to
- Decline to respond to materially identical repeat complaints, while still responding to genuinely new issues

Any such restriction will be proportionate, set out in writing, time-limited and reviewable. We will always tell you what restriction is being applied and why, and will confirm that it does not affect your right to refer the matter to The Property Redress Scheme.

## **11. CONFIDENTIALITY AND DATA PROTECTION**

We handle complaints in accordance with the Data Protection Legislation and our Privacy Notice. Information provided in connection with a complaint is used only for the purposes of investigating, resolving and recording that complaint, and for related regulatory, audit and quality purposes. Where we need to share information with a third party (for example, a landlord, tenant, contractor, or redress body), we will share only the minimum necessary.

## **12. ACCESSIBILITY AND REASONABLE ADJUSTMENTS**

We will make all reasonable adjustments required under the Equality Act 2010 to ensure that you can use this Procedure. This includes providing documents in alternative formats, accepting complaints by telephone or in person, allowing representatives to act on your behalf, and adjusting timescales where reasonable to accommodate disability or other accessibility needs.

## **13. REGULATORY MEMBERSHIPS AND AUTHORISATIONS**

- The Property Redress Scheme — government-approved redress scheme
- Client Money Protect — client money protection scheme
- Information Commissioner's Office — registered data controller (ZA242204)
- Appointed representative of Danire Services Limited, authorised and regulated by the Financial Conduct Authority

## **14. UPDATES TO THIS PROCEDURE**

We keep this Procedure under regular review. The current version is displayed in our offices and on our website. Changes are effective from the date shown at the top of the document.

