



# COMPLAINTS

# PROCEDURE



## **COMPLAINTS PROCEDURE**

Element Properties Alexandra Park Ltd adheres to The Property Redress Scheme (PRS) and is dedicated to maintaining professional service standards for all clients and customers. Our complaints policy operates through a two-stage internal process. If satisfaction is not achieved after the second stage, you may escalate the complaint to The Property Ombudsman.

If you have a complaint, please submit it in writing to the staff member you've been in contact with, providing detailed information. A written record of the complaint is essential for initiating resolution.

### **STAGE ONE**

Upon receipt, we will aim for a swift resolution. The staff member will escalate the matter to the office manager, who will record it in the Complaints Log, investigate, and discuss with relevant personnel. You will receive written acknowledgment within 3 working days, along with details of who is handling the complaint and an expected response timeframe, usually within 15 working days. If the investigation requires more time, we will provide a progress report.

### **STAGE TWO**

If you remain dissatisfied after Stage One, you can request a review at the Director level. We will acknowledge your request within 3 working days, providing details of the person handling the matter and the expected reply time.

If we haven't addressed your complaint within eight weeks, you have the option to refer it to the Property Redress Scheme for consideration, before our final viewpoint.

If you're still dissatisfied after our findings, you can contact The Property Ombudsman for an independent review.

### **PLEASE NOTE**

Complaints to The Property Redress Scheme must be submitted within 12 months of receiving our final viewpoint letter, along with supporting evidence.

All complaints must undergo our in-house procedure before seeking an independent review.

For Stage 2 complaints, address written correspondence to:

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