

HOLMES —AND— CASTLE

EXECUTIVE LETTINGS & PROPERTY MANAGEMENT

Complaints Procedure

When dealing with property we know from time to time things don't always go as smoothly as we'd hope.

Holmes and Castle will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact the Abi Phillips, Director as she will have a detailed knowledge of you and your property. She will work with you to try to put things right.

Stage One - Formal Complaint

To put your mind at ease, Abi will touch base with you within three working days so you know we are looking into it for you. After this, she will provide a full response in writing within 15 working days.

Stage Two- Pass your complaint to Independent Redress

If we're unable to resolve your complaint or more than 8 weeks has passed since you first made your complaint you can refer the case to our property redress scheme. This is a free independent service and they will undertake a full case review and the actions Holmes and Castle have taken to try to resolve the case.

Property Redress Scheme 1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH

Holmes and Castle Membership Number PRS016410

Please note that any referral to PRS must be made within 12 months of receiving our full and final response.