

Sheridan Bailey Property Ltd

Complaints Procedure

Stage One of the CHP gives our Company the opportunity to review and consider your complaint in full.

Our Company will try and resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two, where it would be reviewed and considered by an independent redress provider.

Any party wishing to make a complaint is requested to follow the procedure.

Stage One: 1.

Ben Dobson is designated as Sheridan Bailey Property Ltd's Complaint Officer.

If you have a question, or would like to make a complaint, then please send this to him via:

Customer Complaints Department

BDB

The Bridge Inn

60 Bury New Road

Bury

BL9 7HR

Process

1. If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to The Property Redress Scheme to consider without our final viewpoint on the matter).
2. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you.
4. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
5. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our Complaints Officer.
6. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter

Stage Two

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Redress Scheme without charge for person(s) who are not in a business capacity

You will need to submit your complaint to The Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Redress Scheme

Premiere House

1st Floor

Elstree Way

Borehamwood

WD6 1JH

www.theprs.co.uk