

RESIDENTIAL LETTINGS AND PROPERTY MANAGEMENT – MAKING A COMPLAINT

Information for Customers:

We are a member of the Property Redress Scheme (PRS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint in the branch.

Stage One – Alerting us via email

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case then please alert us via email to see if we can resolve the issue for you.

Stage Two – Operations Director

If this does not resolve the situation you may refer it to the Operations Director. We request that you send a full written summary of your complaint to the Operations Director, within one month of completing Stage 1.

Alternatively, you may write us at: hello@heyworthgordon.com. We will acknowledge your complaint within three working days of receipt and provide you with a written response within 15 working days.

Stage Three – The Property Redress Scheme

After you have received a response from the Operations Director and if you are not satisfied with their proposed resolution, you may approach the Property Redress Scheme. Details of how to do this are available on the Property Redress Scheme's website: www.theprs.co.uk/Complain

Please note that if you do wish to contact the Property Redress Scheme, you must do so within 12 months of the date of the Operations Director's final viewpoint letter. It is also important to note that the Property Redress Scheme will not consider your complaint until you have allowed a minimum of eight weeks for a response.

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

Tel: 0333 321 9418