

## COMPLAINTS HANDLING POLICY

Prime London is committed to providing the highest levels of care and clarity to all.

If you are in any way dissatisfied with our service, then please let us know as soon as possible. This will help us to continually improve our service to you.

### What to do if you have a complaint

Please contact us at the above address, detailing the nature of your complaint. We would ask you to provide your contact details, and indicate your preferred method of communication, e.g. letter, email.

### Our complaints procedure

- Complaints can be made in writing by letter or email.
- We will acknowledge receipt of your complaint, using your preferred method of communication, within one working day.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.
- Complaints should normally be directed to the member of staff with whom you have been dealing, in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of a Director and direct your complaint to them.
- We aim to resolve all customer complaints as quickly as possible. The length of time to respond will depend on the issues involved, but will always be within 15 days. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints internally. If, however, you are not satisfied with the outcome of our complaints procedure, you can then (within 12 months) contact The Property Ombudsman via the details below:

Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 333306

[www.tpos.co.uk](http://www.tpos.co.uk)