

Little Green Property Shop Complaints Procedure

We are committed to providing a high-quality of customer service to all our clients. However when something goes wrong you need to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to The Property Redress Scheme.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve passing your complaint to the Director, who will review your matter file and speak to the member of staff who acted for you.

We will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

If you are still not satisfied, you can then contact the Property Redress Scheme about your complaint. Normally, you will need to bring a complaint to Property Redress Scheme within 12 months of receiving a final written response from us about your complaint.

The Property Re-dress Scheme

Premiere
1st
Elstree
Borehamwood,
WD6 1JH.

House,
Floor,
Way,

Tel: 0333 3219418

Email: Info@theprs.co.uk