

Complaints Procedure

At Property Direct ENG Ltd, registered at Unit 5a, Silverdale Industrial Estate, Silverdale Road, Hayes, UB3 3BL, we strive to provide the best services to our clients, as customer satisfaction is one of the main mottos of our estate agency.

However, if you are not satisfied with our service, you can raise your issue with the person you have been dealing with. If your concern is not addressed to your satisfaction, you can escalate your complaint as follows:

1. Initial Complaint:

- Raise your complaint directly with the Branch Manager.
- Provide as much detail as possible, including the nature of your complaint, any relevant documentation, and what you would like us to do to resolve the issue.

2. Escalation to Management:

- If the issue is not resolved by the Branch Manager, you can escalate your complaint to the Director.
- You can do this in writing, via email, or by phone. Please include all previous correspondence and any additional details that may help us understand and address your concern.

3. Formal Written Complaint:

- If you are not satisfied with the response from the Branch Manager, you may escalate the complaint further by writing to our Director at:
 - Property Direct ENG Ltd,
 - Unit 5a, Silverdale Industrial Estate,
 - Silverdale Road,
 - Hayes, UB3 3BL.
- Alternatively, you can send an email to our dedicated complaints email address: enquiries@propertydirecteng.co.uk.
- Please include all previous correspondence and a detailed explanation of your complaint.

4. Review and Response:

- Upon receipt of your formal written complaint, we will acknowledge your complaint within 3 business days.
- We will then conduct a thorough investigation and aim to provide a full response within 7 business days. If the investigation takes longer, we will

inform you of the delay and provide a new deadline.

5. Final Review:

- If you are still not satisfied with the response, you can request a final review from our Director.

6. External Review:

- If you remain dissatisfied with the outcome after the final review, you may refer your complaint to the relevant external body for an independent review. We are members of the Property Redress Scheme (PRS), and you can contact them at:

- **Property Redress Scheme**
- Premiere House,
- 1st Floor,
- Elstree Way,
- Borehamwood,
- WD6 1JH
- **Contact Information:** 0333 321 9418
- **Email:** info@theprs.co.uk
- **Website:** www.theprs.co.uk

Please Note:

- PRS will only accept a complaint if:
 - You have followed the agent's formal complaints process.
 - At least 8 weeks have passed, allowing the agent to resolve the complaint.
 - There has been no response or no satisfactory resolution.

PRS will then handle your case in accordance with their complaints procedure.

We are committed to resolving complaints in a fair and timely manner and value your feedback as it helps us improve our services. Thank you for bringing your concerns to our attention.

Contact Information:

- **Telephone:**

- **Email:** enquiries@propertydirecteng.co.uk
- **Address:** Property Direct ENG Ltd, Unit 5a, Silverdale Industrial Estate,
Silverdale Road, Hayes, UB3 3BL