



COMPLAINTS PROCEDURE

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter, you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

Stage 2

If you are not satisfied with the initial response to the complaint, you can write to Antoinette Pullen at Upsalls Property Management* and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 4 working days of receipt and a response within 14 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what it is being done to deal with the matter and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the final reply, then you have the following two options of pursuing the matter further:

1. We belong to the PRS and you can seek redress by writing to:
Property Redress Scheme, Premiere House, 1ST Floor, Elstree Way, Borehamwood WD6 1JH
2. You can seek financial redress by commencing a money claim procedure at:
<https://www.moneyclaim.gov.uk/web/mcol/welcome>

***Upsalls Property Management, 8 Hill Street, Trowbridge BA14 8LD**