

COMPLAINTS PROCEDURE

Ann Cordey Lettings Limited

We aim to provide a high-quality service, but if something goes wrong, we want to know about it. This procedure explains how to make a complaint and how we will handle it.



STEP 1: INFORMAL RESOLUTION

Speak directly to our Lettings Manager to see if the issue can be resolved quickly. Most minor issues can be sorted out immediately at this stage.



STEP 2: FORMAL WRITTEN COMPLAINT

If the matter is not resolved informally, please email your full complaint directly to our Lettings Manager, Michael Ditchburn, at michael.ditchburn@anncordey.com. Please outline the details clearly, including dates, names, and what you would like us to do to put things right.



STEP 3: ACKNOWLEDGMENT & INVESTIGATION

Within 3 working days: We will send you a written acknowledgment confirming that we have received your formal complaint.

Within 15 working days: The Lettings Manager will investigate your concerns and issue a full, written substantive response detailing our findings and any proposed solutions.



STEP 4: FINAL VIEWPOINT REVIEW

If you remain dissatisfied with the Lettings Manager's response, you can request a final review. This will be handled by a senior manager or director who has not been directly involved in the transaction. They will review the case and issue a formal Final Viewpoint Letter within 15 working days of your request.



STEP 5: ESCALATION TO THE PROPERTY REDRESS SCHEME

If you remain unhappy with our Final Viewpoint, or if 8 weeks have passed since you first raised your formal complaint and it remains unresolved, you can escalate the matter to our independent consumer redress scheme. This service is completely free to consumers.

Name of Scheme:	Property Redress Scheme (PRS)
Our Membership Number:	PRS059696
Website:	www.propertyredress.co.uk
Online Portal:	Raise a Complaint Online
Telephone:	0333 321 9418
Email:	info@propertyredress.co.uk
Address:	Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH
Time Limit:	You must refer your complaint to the redress scheme within 12 months of receiving our Final Viewpoint Letter.