

COMPLAINTS PROCEDURE

If you wish to make a complaint you can contact our office in the following way:

In writing: to Mrs Lesley Jones & Miss Claire Jefferies at our office:

Berkeley Property Management (Bristol) Ltd
Heritage House, Park Place
Clifton
Bristol
BS8 1JW

Response Times:

We will acknowledge receipt of your complaint within 2 working days. We will issue a full response within 14 working days.

If you are still unhappy with our response you can contact the Property Ombudsman at the following address:

The Property Ombudsman
Beckett House
4 Bridge Street
Salisbury
Wiltshire SP1 2LX
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk

Or alternatively you can contact PRS (Property Redress Scheme) at:

Premier House, 1st Floor, Elstree Way
Borehamwood
Hertfordshire
WD6 1JH
Tel: 0333 321 9418
Email: info@theprs.co.uk