



## COMPLAINTS PROCEDURE

If you have a problem, we can help. We aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint. If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our complaints procedure.

### **Where to first make your complaint**

Complaints must be made in writing with 7 working days of the appointment. We are unable to action complaints that fall outside of this period. If you are unhappy with the information that has been documented on a report, you are able to add additional comments to the report by using the link, along with uploading your own photos. Please contact us if you require assistance with this.

**Evidence:** For us to investigate your complaint properly, we require photographic evidence that is timestamped, along with a full description of the issue.

You can contact us in any of the following ways to let us know of the problem:

- Name of Contact: Rachel Corden
- Write to us at: 77 Newman Road, Rotherham, S60 3JB
- E-mail us on: [admin@horizonproperty.uk](mailto:admin@horizonproperty.uk)
- Telephone us on: 07956377818

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our first class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
  - Names of employee(s) you have spoken to in connection with the complaint
  - Time(s) and Date(s) of the incident(s)
  - Telephone numbers and/or Addresses you have used to contact us
  - Any written correspondence in connection with your complaint
  - Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

**The timescales for dealing with a complaint are as follows:**

- You will receive an 'acknowledgement of receipt' of your complaint from us within 5 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint.

In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within one year from the last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers.

The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response.

The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website. In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form.

The Property Redress Scheme contact details are as follows:

Web: [www.theprs.co.uk](http://www.theprs.co.uk)

Email: [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

By post at: The Property Redress Scheme Premiere House, 1st Floor Elstree Way Borehamwood WD6 1JH