



Intercity Accommodation LLP

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COMPLAINTS PROCEDURE

Here at Intercity Accommodation, we are committed to providing a professional and trustworthy service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

1. If you have a complaint

Please contact the office so that we can endeavour to resolve the issue/s.

2. If the matter cannot be resolved

- a. You must write a letter detailing the complaint. The letter should be specific about the complaint and every effort should be made to include location, dates, photographs as necessary
- b. Your letter will be acknowledged within 3 working days
- c. We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you.
- d. After a thorough investigation, we aim to reply formally in writing within 10 working days of the formal acknowledgment letter

3. If you remain dissatisfied with the outcome

- a. Please contact the senior partner who can be contacted by email to John@intercity-accommodation.co.uk
- b. The above actions and timetable will be adopted

4. If you remain dissatisfied with the outcome

Please let this office know and the matter will be passed to the Directors together with the history

5. If you still remain dissatisfied

- a. If you have not received a response after 8 weeks of the complaint first being made, or you are unhappy with the response you have received, you may complain free of charge, to the Property Redress Scheme at
 - <https://www.theprs.co.uk/Complain>
 - 1st Floor Studio, Property Redress Scheme, Limelight, 3 Elstree Way, Borehamwood WD6 1JH
 - Phone: 0333 321 9418
 - complaints@theprs.co.uk
- b. Any complaint must be made to the Property Redress Scheme within 12 months of your last communication.