



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 clearly, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 2 (two) working days of receipt. You should get a response and an explanation within 14 working days.

If you are unsure which member of staff to write to, your complaint should be sent to:

Mr Darren Fields, Director of PDF Estates Ltd – darren@pdfestates.com

Stage 2

If you're not satisfied with the initial response to the complaint, you can write to Mr Peter Beisty at peter@pdfestates.com and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 2 (two) 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 can be more complex than others and 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'll receive an interim response describing what's being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

As we are members of the Property Redress Scheme (PRS), if you're not satisfied with our final reply you can pursue the matter further by writing to the scheme at info@theprs.co.uk or sending a letter to:

The Property Redress Scheme

Premier House
1st Floor
Elstree Way
Borehamwood
WD6 1JH



Alternatively, if you should wish to telephone the PRS to discuss the process available to you regarding your complaint enquiry, they can be contacted on **0333 321 9418**.

Before making a complaint, the following must occur:

- a. The company is a member of the Property Redress Scheme.
 - b. You have written to complain about the matter and allowed a minimum of 8 weeks for a response.
 - c. If you have not received a response after 8 weeks or you are unhappy with the response you have received, your complaint must be made to the Property Redress Scheme within 6 months of your last communication.
2. You can seek financial redress by commencing a money claim procedure at <https://www.moneyclaim.gov.uk/web/mcol/welcome>