

Properion Complaint Procedure

If you have a complaint, this document sets out the procedure which we will follow when dealing with your complaint.

Whilst our aim at Properion is to provide a customer focussed service, however we acknowledge that sometimes mistakes do occur and can lead to dissatisfaction for our clients and customers.

If you do have a cause to complain, we would ask you to address it with your point of contact in the first instance and our team will aim to address and resolve any complaint.

If you are still not satisfied and wish to make a complaint on a more formal basis then you may email us at contact@properion.co.uk

We ask that you put your complaint in writing and that you cover the following points.

- Your name, address and a daytime telephone number on which you can be contacted.
- The name of the individual within the company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would like to be done to resolve your complaint.

Timescales

Once we have received written details of your complaint, we will contact you in writing within 3 working days to acknowledge your complaint and advise you of the actions we will be taking.

Within 15 working days of receiving your written complaint, we will write to you to inform you of the outcome of our initial investigation and to let you know what actions have been, or will be taken. If this is not possible then the reason for the extension will be given.

If you remain dissatisfied with any aspect of the handling of your complaint, you should contact the Directors Office again at either of the above addresses, so that a further review can be instigated. You will receive a further written response within 15 working days from the date of receipt of your letter/email to inform you of the conclusion of this review.

If this still doesn't resolve your complaint, you may refer the matter to the Property Redress Scheme:

Premiere House,
1st Floor, Elstree Way,
Borehamwood,
WD6 1JH
<https://www.theprs.co.uk/>
0333 321 9418