



LETTINGS COMPLAINTS PROCEDURE

- 1.** Initially, you should contact the relevant department to which your complaint relates, as they are expected to attempt to resolve your grievances with you directly. If your complaint remains unsatisfied put the complaint in writing either by letter or email and address it for the attention of Lord Robert T Feast F.A.R.L.A, Chief of Compliance; including as much detail as possible, such as dates, names of the members of staff you dealt with, and where you can enclosing/attach any supporting evidence.
- 2.** All complaints will be acknowledged in writing within 3 working days, and a copy of this Complaints Procedure will be provided.
- 3.** We will commence an investigation into the details of the complaint and will provide a formal written response addressing the specific complaint proposing resolutions when deemed appropriate within eight weeks of being in receipt of the complaint.
If the complaint was written, then a formal written response will be provided addressing the specific complaint proposing resolutions when deemed appropriate. Verbal complaints are generally responded to verbally, if straightforward, however a formal written response will be provided for complex or multiple issues.
- 4.** If the first person in the procedure has not been able to satisfy the complaint and the customer remains unhappy VSL will provide for a 'Final Investigation' into the complaint by the business owner who will then provide a written response outlining our final position again proposing resolutions where appropriate to do so. If your complaint remains unresolved it should be escalated in writing to the David R Votta P.P.A.R.L.A at the following address and titled **Escalated complaint**.

Votta Sales and Lettings
David Votta P.P.A.R.L.A
34 Station Road
Westgate-on-sea
Kent
CT8 8QY
Email: info@votta.co.uk

The findings of this investigation will then be communicated to you within 15 working days.

- 5.** If it becomes evident that an agreement cannot be reached, and you are in receipt of our final investigation findings you are at liberty to refer the matter to The Property Redress Scheme within 12 months of the date of our 'final investigation' and their address is as follows:

The Property Redress Scheme

Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.

<https://www.theprs.co.uk/ContactUs>

info@theprs.co.uk

[03333219418](tel:03333219418) (9.00am – 5:30pm Mon-Fri)