

# Town & Country

## Letting Agents

### Complaints Process

If the unlikely event that you are not happy with our performance you should in the first instance write to 'Complaints Handling' at the address below. Once you have followed our full internal process, if you are still not happy there is an independent redress system available through PRS – "Property Redress Scheme".

- 1) The complaint should be in writing by post to our registered offices as shown below and include a summary of why you are unhappy and then include as much detail and supporting evidence as possible.
- 2) A complaint will be acknowledged in writing within 5 working days.
- 3) We will then investigate the complaint
- 4) A formal written outcome of our investigation will be sent within 15 working days.
- 5) You may then respond to us if you disagree or wish to provide additional information
- 6) Upon receipt of such response/information we will further investigate your claims and then seek to correspond with you to agree a resolution.
- 7) We will then provide you with a written expression of the agreed resolution or in the case of a resolution not being reached our final view on the matter.
- 8) If you are still not satisfied then you may refer the matter for consideration by PRS.