



Telephone: 01903 746200

Email: info@sussexpropertymanagement.co.uk

Web site: sussexpropertymanagement.co.uk

COMPLAINTS PROCEDURE – Sussex Property Management Limited

If you have a complaint, this is the procedure we would follow to deal with your complaint.

1. Susan Baxter (Sue), Managing Director, and owner of Sussex Property Management Limited is the person to deal with your complaint. Please contact her directly.
2. Sue will ask you to send a written summary of your complaint to her.
3. When your written summary is received by Sue she has three (3) days to respond to you outlining her understanding of the circumstances that led to your complaint. At this point you can then make any comments in response to this.
4. Within fifteen (15) days of receipt of your written summary Sue will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have, or will be taken.
5. If your complaint has still not been resolved to your satisfaction it is agreed that you may refer your complaint to Property Redress Scheme (PRS), Premier House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD6 1JH or by calling on 0333 321 9418 or visiting their website www.theprs.co.uk and following the links via consumers complain now. You have a period of twelve (12) months following the conclusion of point 4 above to make your referral to the PRS.