

Customer Complaints Procedure

Athelstans strives to provide an excellent service to all clients. To maintain this standard and treat all clients fairly, we have in place the following complaints procedure.

Your complaint will be investigated promptly and fairly, with a quick and fair resolution. If external arbitration is required, the matter can be referred to The Property Redress Scheme.

To register a complaint

- Email Athelstans at propertyteam@athelstans.co.uk
- Include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can enclose/attach any supporting evidence.

First Stage

- We will confirm receipt of your complaint in writing within three working days and an investigation will be undertaken.
- A formal written response will be sent to you within fifteen working days, addressing your specific complaints, and proposing resolutions where appropriate. Should the investigation require more than fifteen working days to undertake, we will advise you.
- If you are dissatisfied with our response, you can ask us to consider your complaint again.

Second Stage

- We will look again at your complaint if you indicate in writing you are dissatisfied with the response you received.
- We will confirm receipt of your further complaint in writing within three working days.
- Within fifteen working days we will provide you with a concluding written statement expressing our final view and any offer made.
- If you are dissatisfied with this response, you may refer the matter to our independent redress scheme.

Independent Redress Scheme

We are members of The Property Redress Scheme and should you remain dissatisfied with our response after the two stages, you may refer the matter to them for independent redress.

Such a referral must be made within twelve months of the conclusion of the second stage. Our complaints procedure must be followed before our independent redress scheme will consider your complaint.

The Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood, WD6 1JH
www.theprs.co.uk 0333 321 9418