

## Our Customer Complaints Procedure

We are a member of PRS (Property Redress Scheme) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

### Residential Estate Agency - Making a complaint

#### Stage One - Branch Manager

All complaints should, in the first instance, be directed to the manager of the branch you have been dealing with. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

#### Stage Two – Company Director

If you remain dissatisfied, you may then further your complaint in writing to the Company Director responsible for the branch in question; the Branch Manager will supply you with their name and contact details. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the Company Director will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

#### Stage Three - The Property Redress Scheme

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Redress Scheme (PRS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Redress Scheme (PRS) complaints process [www.theprs.co.uk](http://www.theprs.co.uk)

Please note that if you do wish to contact The Property Redress Scheme (PRS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Redress Scheme (PRS) will not consider your complaint until our internal complaint's procedure has been exhausted.



Bayside Estates Sales & Lettings LTD trading as Bayside Property Lounge.

Company Registration Number: 8821168 - Registered at Companies House for England and Wales. VAT Registration Number: 308033438

If you have instructed another agent, the terms and conditions of those instructions must be considered to avoid a possible liability to pay two commissions in addition to any withdrawal fees or disbursements.

## Residential Lettings & Property Management - making a complaint

We are a member of The Property Redress Scheme (PRS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers.

In order to ensure that your interests are safeguarded, we have put into place a complaints procedure which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this, we will wherever we can, try and resolve your complaint at Branch level.

### Stage One – Lettings Branch Manager or Property Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with.

The manager will endeavour to resolve your complaint within 5 working days.

### Stage Two – Company Director

Should your complaint remain unresolved, you may refer it to the Company Director responsible. We request that you send a written summary of your complaint to the Company Director, within one month of receiving the Branch Manager response. They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 15 working days.

### Stage Three – The Property Redress Scheme

After you have received a response from the Director, Branch Manager if you are not satisfied with the proposed resolution you may approach The Property Redress Scheme (PRS).

Details of how to do this are contained within the final view point letter alongside a link to the PRS complaints process at [www.theprs.co.uk](http://www.theprs.co.uk)

Please note that if you do wish to contact PRS, you must do so within 12 months of the date of the final viewpoint letter.

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