

Feedback and Complaints Procedure

At Anderson Brown & Clarke, we value your feedback and are dedicated to delivering the highest level of service to our clients. In the unlikely event that you have reason to provide feedback or raise a complaint regarding any aspect of our service or staff, please use the contact details below:

Submitting Your Complaint or Feedback:

- Kindly submit your complaint or feedback in writing via letter or email.
- Address your written communication to Mandip Sihra, Managing Director.
- Include as much detail as possible, including relevant dates, names of staff members involved, and any supporting evidence you may have.

Acknowledgement of Your Complaint:

- We will acknowledge your complaint within three working days of receipt.
- Our in-house complaints process will begin promptly.

Investigation and Response:

- We will thoroughly investigate your complaint and provide a formal written response.
- Our response will address your specific complaints and propose suitable resolutions where appropriate.
- You can expect to receive our response within 15 working days of your complaint.

The Property Redress Scheme:

- If you remain unsatisfied with our response or if more than eight weeks have passed since the initial complaint was made, you have the option to request an independent review from The Property Redress Scheme.
- The Property Redress Scheme requires that all complaints go through our in-house procedure before proceeding to an independent review.
- You must refer your complaint to The Property Redress Scheme within six months of the last correspondence received from our company.

Contact Information for The Property Redress Scheme:

Email: info@theprs.co.uk

Tel: 0333 321 9418

Website: www.theprs.co.uk

We are proud members of The Property Redress Scheme (PRS) and adhere to their code of practice.