

Updated: July 2020

PROPERTY DEAL STORE LTD – Complaints Procedure

PROPERTY DEAL STORE LTD (Co. Number: 10763450) aims to provide high quality property related services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with THE ORGANISATION, please tell us. If you are unhappy about any THE ORGANISATION'S service, please speak to the relevant staff member. If you feel this is difficult or inappropriate, then speak or write to the Managing Director. Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Managing Director. If your complaint is about the Managing Director, please write to the other Directors (contact details below). All written complaints will be logged.

You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded and you are still not satisfied, please contact the Property Redress Scheme.

Managing Director:

Janice Minihan janice@propertydealstore.co.uk

Other Directors:

Chris Faulkner chris@propertydealstore.co.uk

Jonathan Bootland jonathan@propertydealstore.co.uk