

Complaints Procedure

We are committed to providing a professional service to all our customers but sometimes things can go wrong.

If you are not happy with the service that you have received from us you can escalate your complaint by writing to the relevant Sales or Lettings Manager at:

Kristian Allan
Stoneholme
42 High Street
Walshaw
Bury
BL8 3AN

Your complaint will be acknowledged within 7 working days of receipt and an investigation undertaken.

A formal written outcome of the investigation will be sent to you within 14 working days from the date of acknowledgement.

If you remain dissatisfied with the outcome of our investigation, we will advise you that you should refer the matter to The Property Redress Scheme of which we are a member within twelve months for a review. Please note that the Property Redress Scheme will only review complaints made by consumers.

The Property Redress Scheme can be contacted at:

info@theprs.co.uk or via telephone 0333 321 9418 quoting Kristian Allan as your reference.