



# PRIME PORTFOLIO

RESIDENTIAL REAL ESTATE  
FOR PRIVATE CLIENTS

## COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post or you can send us an email.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to our Director who will investigate the matter.

You can write to our Director **John Vaughan at Prime Portfolio 52 Grosvenor Gardens, London SW1W 0AU** Email: [john@primeportfolio.com](mailto:john@primeportfolio.com)

### WHAT WILL HAPPEN NEXT?

#### When we receive your complaint, we will:

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with those involved to establish all the facts.
- Send a detailed response within fifteen working days informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume that the matter has been resolved and the complaint will be closed.

Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

### IF YOU ARE STILL NOT HAPPY

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative member of staff for consideration.

Where possible, a final response will then be issued with fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third party.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with our independent redress scheme, The Property Ombudsman, without charge:

### **The Property Ombudsman**

By post: The Property Ombudsman

33 The Clarendon Centre, Salisbury Business Park,

Dairy Meadow Lane, Salisbury SP1 2TJ

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)    [www.tpos.co.uk](http://www.tpos.co.uk)    01722 333306



You must refer your complaint to The Property Ombudsman within 12 months of our final correspondence regarding your complaint.

### **CONTACT PROPERTYMARK**

#### **We are member of Propertymark**

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

#### **PropertyMark**

By post: Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

01926 496791 [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk)

[propertymark.co.uk/professional-standards/complaints](http://propertymark.co.uk/professional-standards/complaints)

### **PROPERTYMARK PROTECTION**

Look for the logos that mean your money is protected, ensure complaints are dealt with and guarantees agents are independently regulated [propertymark.co.uk/find-an-expert](http://propertymark.co.uk/find-an-expert)

