Complaints procedure.

When something falls short of the service you expect, we want to understand what happened and put it right. Here is how to raise a concern, what happens next and where to turn if it remains unresolved.

OUR APPROACH

Your concerns deserve our attention.

We aim to provide a professional, personal service across sales, lettings, property management and block management. If you are unhappy with our service, we will listen, investigate fairly and explain our findings clearly.

We take complaints seriously and use what we learn to improve our service. Where we have made a mistake, we will acknowledge it, apologise and explain the steps we propose to put things right. There is no charge for using our complaints procedure.

STAGE 1 · INTERNAL COMPLAINT

Tell us what has happened.

Please send your complaint in writing to the **Office Manager** using the email or postal address below. This gives us a clear record of the points you want us to investigate. If you need help putting your concerns in writing, please call us.

YOUR FIRST POINT OF CONTACT

Office Manager

Robert Adam Estate Agents Ltd
30 Station Road, Cuffley
Hertfordshire, EN6 4HE

contact@robertadam.properties
01707 873126

Suggested email subject: Complaint - [property address]

What to include

- Your name, contact details and preferred way for us to respond.
- The property address and any relevant transaction or reference number.
- A clear summary of what went wrong, including relevant dates and people involved.
- Copies of useful correspondence or supporting evidence. Please keep your originals.
- The outcome you would like us to consider.

You do not need legal wording or a special form. If your concern involves the Office Manager, please mark it for the attention of a Director at the same address.

RECORDS & CONTINUOUS IMPROVEMENT

Learning from your experience.

We maintain a complaints log recording the concerns raised, correspondence, investigation, actions and outcome. We review it regularly to identify improvements to our services and training.

Records may be made available to Property Redress or Propertymark where needed for their functions and where lawful. Personal information is handled in line with our Privacy Policy, including the applicable retention criteria.

We welcome feedback as well as formal complaints. If something could work better, please let us know.

WHAT HAPPENS NEXT

Clear steps. Clear timescales.

WITHIN 3 WORKING DAYS

We acknowledge your complaint.

We will acknowledge receipt in writing, provide a copy of this procedure and tell you who will handle your complaint.

A FAIR INVESTIGATION

We look at the facts.

We will review the relevant records and speak with the people involved. We may contact you to clarify a point or ask for further information. The investigation will be impartial, with someone not directly involved in the issue reviewing it wherever possible.

WITHIN 15 WORKING DAYS

We give you a written response.

We will provide a formal written response within 15 working days of receiving your complaint. It will explain what we investigated, our findings, the reasons for our conclusions and any action or remedy proposed. We will make clear when it is our final response and explain the independent redress route.

If we need more time

If further investigation is needed, we will write within the 15-working-day period to explain why, give an expected response date and keep you updated. A delay or further correspondence does not restart the eight-week period for approaching Property Redress.

Working days mean Monday to Friday, excluding bank holidays in England. The three- and 15-working-day periods run from receipt of your complaint.

HELP WITH THE PROCESS

Making it easier to be heard.

Please tell us if you need a reasonable adjustment, a different format or help communicating your complaint. We will discuss a suitable way to support you. You may ask someone to act on your behalf; we may need your authority before sharing information with them.

Making a complaint will not, in itself, affect the fair treatment you receive from us. We will treat you respectfully and ask that you treat our team in the same way.

An urgent repair or safety concern should also be reported through the appropriate property-management or emergency contact route. Please do not wait for a complaints response before reporting something urgent.

This procedure does not remove your statutory rights or prevent you from seeking independent advice. Some issues may need a different route, such as a tenancy-deposit dispute service, a court or tribunal. The relevant organisation can explain its scope and deadlines.

STAGE 2 · INDEPENDENT REDRESS

A route to an independent review.

We are a member of **Property Redress**, the independent redress scheme. Its service is free for consumers with an eligible complaint.

If you remain unhappy after our final response, or eight weeks have passed since we received your written complaint without a satisfactory resolution, you can ask Property Redress to consider the matter. It may accept a complaint before eight weeks where a final response has been issued, or in other circumstances allowed by its rules.

KEEP THE REFERRAL DEADLINE IN MIND

Within 12 months

Property Redress requires your last communication with us about the issues to have been within the 12 months before you refer the complaint. Keep copies of your complaint, our replies and supporting evidence. Contact the scheme promptly if you are unsure about timing or eligibility.

Property Redress decides whether a complaint falls within its scope. Its current conditions and consumer guidance explain the process and any exceptions.

Property Redress

Limelight, 1st Floor, Studio 3
Elstree Way, Borehamwood
Hertfordshire, WD6 1JH

0333 321 9418

Consumer guidance and eligibility
Make a complaint to Property Redress

STAGE 3 · PROFESSIONAL CONDUCT

Raising a concern with Propertymark.

As a Propertymark member, we are bound by its Conduct and Membership Rules. If you believe those rules have been breached, Propertymark provides a separate route for concerns about professional conduct.

Propertymark's published process asks you to use the agent's complaints procedure and the independent redress route first. If the issue remains unresolved, you can ask Propertymark to consider evidence of a breach of its rules.

Propertymark investigates conduct and may take disciplinary action. It does not award compensation. Its role is separate from Property Redress and is not an appeal against a redress decision.

Propertymark

Arbon House, 6 Tournament Court
Edgehill Drive, Warwick
CV34 6LG

01926 496 800

Propertymark guidance and complaint form