

Robert Adam Estate Agents
Address: 30 Station Road, Cuffley, EN6 4HE
Tel: 01707 873126
Email: contact@robertadam.properties

Complaints Handling Procedure

Stage 1 – Internal Complaint

At Robert Adam Estate Agents, we are committed to providing a high standard of service to all our clients. However, if something goes wrong, we want to know so we can put it right as quickly and fairly as possible.

If you wish to make a complaint, please put it in writing and address it to the Office Manager. Please include as much detail as possible, including the property address, dates, and nature of your complaint.

Upon receiving your complaint, we will:

1. Acknowledge receipt of your complaint within 3 working days.
2. Investigate the matter fully and impartially.
3. Provide a formal written response within 15 working days of receiving your complaint.

If further investigation is required, we will keep you updated and advise when a full response will be provided.

Stage 2 – Independent Redress (Property Redress Scheme)

If you are not satisfied with our final response, or if 8 weeks have passed without a resolution, you have the right to refer your complaint to our independent redress scheme:

Property Redress Scheme (PRS)

Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD6 1JH

Tel: 0333 321 9418

Website: www.theprs.co.uk

Complaints must be referred to the PRS within 12 months of receiving our final response.

Record Keeping

Robert Adam Estate Agents maintains a Complaints Log of all written complaints received, including actions taken and outcomes reached. This log is reviewed regularly to improve our services and is available for inspection by Propertymark or the Property Redress Scheme upon request.

Our Commitment

We take all complaints seriously and use feedback to improve our service standards, training, and client experience.