



Taylors Estate Agents
& Surveyors Limited

and

Taylors Sedgley Limited

Offices at Stourbridge, Kingswinford, Halesowen, Brierley Hill and Sedgley

Complaints Handling Procedure

Revised 12/2023

Taylors Estate Agents & Surveyors Limited and Taylors Sedgley Limited

Please note that this Complaints Handling Procedure is not relevant to the surveying/professional valuation aspect of our business which is regulated by the Royal Institution of Chartered Surveyors (RICS) and another dispute resolution service. If you wish to raise a matter concerning our surveying/professional valuation service, please email: surveys@taylors-estateagents.co.uk

Our aim is to provide a first-class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we ask that you **first telephone the person who has been your contact** and explain that you are dissatisfied with an aspect of the service you have received.

If a conversation with your point of contact does not resolve your issue, please **speak with the BRANCH MANAGER** at the office you are having an issue with. <https://www.taylors-estateagents.co.uk/about-us>

Most complaints can be dealt with in a conversation.

If you still remain unhappy your complaint can be escalated and we ask that you set out your complaint **in writing** to:

Mr A J Pritchard MNAEA
Co-Owner
Taylors Estate Agents
85 High Street
Stourbridge
West Midlands
DY8 1ED

And/or by email: adam.pritchard@taylors-estateagents.co.uk

To resolve your complaint, we would ask that you include the following information and evidence (if applicable):

- An outline of your complaint explaining why you feel that we have fallen short of our first-class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
 - a. Names of the advisers you have spoken to in connection with the complaint and the branch name in connection with the complaint
 - b. Time(s) and Date(s) of the incidence(s)
 - c. Telephone number(s) and or Address(es) you have used to contact us and any written correspondence in connection with your complaint
 - d. Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- You will receive an 'acknowledgment of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgment, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

PROCEDURAL SUMMARY TO RAISE A COMPLAINT;

- STEP ONE Telephone the person who has been your contact (if not resolved, proceed as below)
- STEP TWO Speak with the BRANCH MANAGER (if not resolved, proceed as below)
- STEP THREE Set out your complaint **in writing** to Mr A J Pritchard (if not resolved, proceed as below)
- STEP FOUR Take your complaint externally via the PRS (*details below*)

We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme (PRS) to ask them to investigate your complaint. To take your complaint to The Property Redress Scheme you must first have carried out the following:

- Made an official complaint to us, in writing;
- You have waited 8 weeks for your complaint to have been resolved by us in writing;
- It is still within 12 months from our last communication with you regarding this complaint

The Property Redress Scheme is a government-approved Redress Scheme that resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website www.theprs.co.uk

To make a complaint, please contact the Property Redress Scheme directly or, alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Property Redress Scheme
Premiere House 1st Floor
Elstree Way
Borehamwood
Hertfordshire WD6 1JH

T. 0208 275 7131
E. info@theprs.co.uk
W. www.theprs.co.uk

Property Redress Scheme Premiere
House | 1st Floor | Elstree Way |
Borehamwood | Hertfordshire |
WD6 1JH

T. 0208 275 7131
E. info@theprs.co.uk

www.theprs.co.uk

HF Resolution Ltd trading as
Property Redress Scheme

Registered Office:
Premiere House | 1st Floor | Elstree
Way | Borehamwood
| Hertfordshire | WD6 1JH

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**The Property Redress Scheme is a government authorised
Consumer Redress Scheme for Lettings, Property
Management and Estate Agents and other Property
Professionals**

Authorised

