



## LETTINGS CUSTOMER COMPLAINTS PROCEDURES

Heywoods are committed to providing our customers with excellent service. However, we recognise that we sometimes get it wrong and when we do, we want you to tell us so that we can put things right as quickly as possible. To show how serious we are about getting things right, we are members of the Property Redress Scheme for Estate Agents and adhere to the Residential Estate Agency Code of Practice.

This means that we have a formal Complaints Procedure in place to explain what you should do if you wish to make a complaint about any aspect of our service.

### Stage 1 – How to contact us

In the first instance please speak to **Lottie Foden - Lettings Manager** on 01782 617343 or email [lottie.foden@heywoodsproperty.co.uk](mailto:lottie.foden@heywoodsproperty.co.uk) who in most cases, should be able to address your concerns, otherwise please put your complaint in writing either by letter or email and address it to Lottie Foden. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can, attach any supporting evidence. Your complaint will be acknowledged within 3 working days of receipt.

### Stage 2

Upon receipt, we will then investigate your complaint and provide a formal written response addressing your specific complaint and proposing resolutions where appropriate, within 15 working days of receiving your initial complaint.

### Stage 3 - Taking Further Action – Final Viewpoint

If you remain dissatisfied with our response, you should contact us again and we will personally conduct a separate review to take place by **Alistair Trippett – Managing Director** within 15 working days of receiving your request for a further review. This will outline our final viewpoint on the matter. Heywoods (1881) Ltd, The Estate Offices, Blackfriars Road, Newcastle-under-Lyme, Staffordshire ST5 2EB or email:

[Alistair.trippett@heywoodsproperty.co.uk](mailto:Alistair.trippett@heywoodsproperty.co.uk)



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If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from the Property Redress Scheme without charge.

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

0333 321 9418

<https://www.theprs.co.uk> - [info@theprs.co.uk](mailto:info@theprs.co.uk)

As members of the The Property Redress Scheme, Heywoods adhere to the Code of Practice and agree to abide by the decision of the PRS.

**Please note** – you must refer your complaint to the PRS within 12 months of receiving our final viewpoint letter



## SALES CUSTOMER COMPLAINTS PROCEDURES

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### Stage 1 – How to contact us

In the first instance please speak to **Chelsey Tuff – Sales Manager** on 01782 617343 or email [chelsey.tuff@heywoodsproperty.co.uk](mailto:chelsey.tuff@heywoodsproperty.co.uk) who in most cases, should be able to address your concerns, otherwise please put your complaint in writing either by letter or email and address it to Lottie Foden. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can, attach any supporting evidence. Your complaint will be acknowledged within 3 working days of receipt.

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