



Making a complaint

In the unlikely event we cannot help you promptly and efficiently, you can help by telling us when things go wrong or when you are not satisfied about the service you have received.

You can make complaints

- By Phone
- In writing, by letter, email
- In person by appointment

Complaints Procedure

Stage 1

You should contact Homes property Management Ltd about your complaint, in the usual way, by phone or email, and we will appoint a named person to concentrate on and follow up with the issue to a satisfactory outcome. We can usually sort out mistakes and misunderstandings quickly at this stage.

Stage 2

If stage 1 investigation has not resulted in a satisfactory resolution, we would ask that you set out the exact nature of your complaint in writing (by email or brief Letter). We will then endeavour to resolve any outstanding issues.

Stage 3

If you still feel that your complaint has not been addressed after Stages 1 and 2, we will involve one of our company Directors to oversee the matter and, if necessary, meet with the client in person, and agree a mutually, practical and satisfactory outcome. If the complainant is 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 he/she can take the matter up with the Property Redress Scheme without charge:

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

Telephone: 0333 321 9418 Email: info@theprs.co.uk: Website : <https://www.theprs.co.uk/>

Although Homes Property Management Ltd do not anticipate this course of action will be necessary.