

### Making a Complaint

Myself, Jan Chappell & Sarah Whitcombe are the directors of PTN Estates we pride ourselves in offering the very best service at the most competitive prices

However, sometimes we get it wrong, so we want you to tell us about it and give us the opportunity to put things right.

If an employee receives a verbal complaint, they will try to resolve the issue immediately.

All contact must be polite, courteous, and sympathetic, always staying calm and respectful

If a verbal resolution is unsuccessful, you will need to put the complaint in writing/email, this will then be reviewed by a senior member of staff who will reply within five working days.

If an action plan or resolution can still not be reached, we will arrange for one of the directors to review the complaint and a email/letter will be sent with in fourteen working days with our final view point

### Remaining Dissatisfied

If the matter remains unresolved you can then contact the PRS to request an independent review. Details are below

### Independent Redress

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

**Contact By Email - [info@theprs.co.uk](mailto:info@theprs.co.uk)**

**Contact By Phone - 0333 321 9418**  
(9.00am to 5.30pm Monday-Friday)

### What You Can Expect From The PRS

Our highly trained and helpful team will:

- Investigate fairly and listen to both sides, once the member has had the opportunity to resolve the complaint directly
- Explain things clearly and let people know where they stand, initially trying to negotiate an early resolution
- Give people our decision as quickly as possible, where early resolution was unsuccessful
- Always meet people's communication and accessibility needs