



Coast & Country Real Estate Complaints Procedure

We are committed to providing a professional service to all our customers. When something goes wrong, we want to know about it!

This will help us improve our standards.

If you have a complaint, please contact us on the telephone in the first instance, should this still be unsatisfactory we would ask you to outline your complaint in writing. If we have not sought to attempt to address your complaint within eight weeks, you may be able to refer your complaint to the Property Redress Scheme without our final viewpoint on the matter.

What will happen next?

- We will send you written confirmation acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint; this will normally be dealt with by either two directors or two senior members of the management team. We will speak to the relevant staff who have dealt with the matter leading up to the point of the complaint. A formal written outcome of our investigation will be sent to you within 15 working days of our initial acknowledgement of your complaint.
- If, at this stage, you are still unsatisfied, you should contact us again and we will arrange for a separate review to take place with a director who has not handled the case previously.
- We will write to you within 15 working days of receiving your request for a further review with our final viewpoint on the matter.
- If you are still not satisfied after following the above mentioned procedures, you can request an independent review from the Property Redress Scheme, free of charge.
www.theprs.co.uk/complain

You will need to submit your complaint to the PRS within 12 months of receiving our final viewpoint, including any evidence to support your case. The PRS requires that all complaints are addressed using the above in-house procedure before an independent view can take place.

