



Complaints Procedure

Last updated: April 2026

At Swakeleys Estates, our business is built on trust, results, and long-term relationships. We pride ourselves on delivering a high level of service and communication to every client. If at any point you feel we have fallen short, we encourage you to let us know so we can resolve matters quickly and professionally.

Stage 1 – Initial Complaint

Please submit your complaint in writing, including full details and how you would like the matter resolved. We will acknowledge within 3 working days and provide a full response within 15 working days.

Stage 2 – Director Review

If you remain dissatisfied, your complaint will be escalated to a director for an independent review. A final written response will be issued within 15 working days.

Stage 3 – Independent Redress

If your complaint remains unresolved after 8 weeks, you may refer it to the Property Redress Scheme (PRS), which offers a free and independent dispute resolution service.

Our Commitment

Making a complaint will not affect your relationship with us. We view all feedback as an opportunity to improve and maintain the high standards our clients expect.

Contact Details

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Property Redress Scheme Membership No: PRS043922