

Fozard PROPERTIES

COMPLAINTS PROCEDURE

We aim to provide the highest standard of service to all our tenants at Fozard Properties.

In order to ensure that your interests are safeguarded, we have put in place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively.

MAKING A COMPLAINT

Stage One – Contact the member of staff that you have been dealing with

All complaints should, in the first instance be sent via email to the member of staff that you have been dealing with. They will endeavour to resolve your complaint as soon as possible after they have received notification of the issue.

Stage Two – Contact our Complaints Manager

If you remain dissatisfied, you may then further your complaint in writing by email or post to our Complaints Manager:

You will need to address your email to: Vicki-lee Fozard

Email: lettings@fozardproperties.com

Or by post at: Fozard Properties Ltd, 118 Ford Road, Upton, Wirral CH49 0TQ

Your escalation will be acknowledged within three working days of receipt and the Complaints Manager will work with you to try and resolve any issues raised.

Within a maximum of eight weeks the Complaints Manager will detail their findings and recommendations in a written response to you via email or post, to confirm our 'final viewpoint' on the matter.

Stage Three – Property Redress Scheme PRS

Fozard Properties is a member of the Property Redress Scheme.(Membership Number PRS005924)

If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint.

In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- Sent a Formal Complaint to Fozard Properties
- Waited a minimum of 8 weeks for us to investigate and resolve
- Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers.

The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are:

Website: www.theprs.co.uk

Email: info@theprs.co.uk

By post at:

The Property Redress Scheme

Premier House, 1st Floor, Elstree Way

Borehamwood, Hertfordshire WD6 1JH

