



the gray house
letting & property management

COMPLAINTS PROCEDURE

In the unlikely event that you need to make a complaint about any aspect of the service received by The Gray House or its directors or employees, our complaints handling procedure requests any complaint should be made in writing and addressed to Mr Keith Barber (Director) and sent private and confidentially to Birchgrove House, 102-104 Caerphilly Road, Birchgrove, Cardiff CF14 4AG or by email to info@thegrayhouse.co.uk.

The complainant must provide a written statement of the nature of the complaint. On receipt of the formal complaint you will receive a written response to the complaint within 14 working days. It is our intention to use this period to investigate the complaint and reach a resolution. We pride ourselves on providing a first class service and we assure you we will do everything we can to ensure you are satisfied.

After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence. We are members of the Property Redress Scheme. 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:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within one year from the last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. 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 as follows: Web: www.theprs.co.uk Email: complaints@theprs.co.uk

By post at:

The Property Redress Scheme

Premiere House, 1st Floor

Elstree Way

Borehamwood

WD6 1JH

Telephone: 0333 321 9418

The Gray House Membership Number: PRS022329