

# address.

We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

## **HOW DO YOU REPORT A COMPLAINT?**

The first thing you need to do is contact us on and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

### **Address:**

45-47 Hoole Road,  
Chester, CH2 3NH

Phone: 01244 848 535

Email: [hello@weareaddress.com](mailto:hello@weareaddress.com)

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

## **WHAT HAPPENS NEXT?**

### **When we receive your complaint, we will:**

- Send you a written acknowledgement within three working days, this will outline who is responsible for investigating the issues raised.

- Your complaint will be dealt by the office manager who will review your file and complete a thorough investigation. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If we need more time to resolve your concerns, you will receive a written explanation for the delay.

- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff

If you are not satisfied with the outcome issued within our final response, we advise that you contact our independent redress scheme.

An independent redress scheme is a free, independent body set up to resolve disputes between consumers and businesses—that have not been resolved internally. Their decisions are binding on both parties.



Membership No: PRS055878  
Property Redress, Limelight, 1st Floor,  
Elstree Way, Borehamwood,  
Hertfordshire,  
WD6 1JH  
Telephone: 0333 321 9418  
Email: [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)

### **CONFIDENTIALITY**

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within four weeks of our response, we will assume the matter has been resolved and the complaint will be closed.