

## **Complaints Procedure for Pivot Property**

We strive to provide exceptional service to our clients at Pivot Property. However, we understand that there may be occasions where concerns arise. This document outlines our complaints procedure to ensure that your issues are addressed in a fair and timely manner.

### **Raising a Complaint**

If you have a complaint, please follow these steps:

#### **Contacting Us**

Initiate contact with our customer service team through one of the following channels:

**Email:** andy@pivotproperty.co.uk

**Phone:** 01253 366064

**Address:** Unit 2, Avroe House, Avroe Crescent, Blackpool, FY4 2DP

#### **Providing Details**

When making a complaint, please provide the following information:

- Your name and contact details
- A clear description of the complaint
- Any relevant supporting documents or evidence

#### **Acknowledgment of Complaint**

We will acknowledge your complaint within 5 working days of receiving it. Our acknowledgment will include:

- A reference number for your complaint
- The name and contact details of the person handling your complaint

#### **Investigation**

Our team will conduct a thorough investigation into the issues raised in your complaint. This may involve reviewing documentation, speaking to involved parties, and any other necessary steps.

## **Resolution**

We aim to resolve all complaints within 30 working days from the date of acknowledgment. Upon completion of the investigation, we will provide you with a written response, including:

- Our findings from the investigation
- Any remedial actions taken or proposed
- Information on what to do if you are not satisfied with the resolution
- If we are unable to resolve the matter within the 30 working days as stated above, we will provide you with reasons why we could not meet this time frame, and provide you with an estimate of when a full response will be received
- 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 any further correspondence

## **Escalation & External Resolution**

If, after following our internal complaints procedure, you remain dissatisfied with the outcome, you have the right to refer your complaint to an external dispute resolution service such as the Property Redress Scheme, which we are a member of.

Property Redress Scheme Membership No: PRS039402

You can contact The PRS to ask them to investigate your complaint. In order to take your complaint to The PRS you must first have carried out the following:

- Made an official complaint to us, in writing;
- Waited at least 8 weeks for us to respond to your complaint;
- Not waited more than 6 months from our 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 our internal complaints procedure and remain dissatisfied with our response, to take any further action.

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 PRS directly or alternatively, visit their website and fill out a Complaints Form.

The PRS contact details are as follows:

**Website:** [www.theprs.co.uk](http://www.theprs.co.uk)

**Email:** [info@theprs.co.uk](mailto:info@theprs.co.uk)

**Phone:** +44 (0)333 321 9418

**Address:** Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

## **Continuous Improvement**

We view complaints as an opportunity for improvement. Your feedback is valuable, and we are committed to learning from each experience to enhance our services.

Thank you for bringing your concerns to our attention. We are dedicated to resolving complaints transparently and effectively.