



PROPERTY
FOUNDATIONS
GROUP



Customer Complaints Procedure

Bonds Estate Agent aims to deal with all complaints promptly and in accordance with the Property Redress Scheme Consumer Guide. We will acknowledge any shortcomings fairly with openness and integrity and aim to provide the highest standards of service to our customers.

To ensure that your interests are safeguarded, we offer the following:

Making a complaint:

- If you believe you have a grievance, please write in the first instance to the member of staff you have been dealing with at the office where your problem originated.
- If you are dissatisfied with the initial outcome, you can appeal to:
Katie Morgan
Bonds Estate Agent, 25b Old Brewery Lane, Henley-on-Thames, RG9 2DE
katie@bondsestateagent.com

Our response:

We will aim to acknowledge receipt of your complaint within 3 working days and provide you with the name of the person who will be dealing with it.

After a full thorough investigation we aim to respond formally in writing within 15 working days.

If you remain dissatisfied:

If you are still not satisfied, Bonds Estate Agent offers independent mediation between you and the company via Property Redress Scheme.

You will need to submit your complaint to the Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

Property Redress Scheme requires that all complaints are addressed through our in-house complaints procedure, before being submitted for an independent review.

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.
Tel:0333 321 9418 www.theprs.co.uk