

Complaint Handling Procedure

The Property Shop Yorkshire is committed to the highest standards of service and compliance.

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at info@thepropertyshopyorkshire.co.uk

We have a standard procedure for handling complaints which is as follows:

1. Making a complaint

The Property Shop Yorkshire independently owned and operated. In the first instance your complaint should be directed in writing to:

Office Manager
The Property Shop Yorkshire
140 - 144 Quay Road
Bridlington
YO16 4JB

Alternatively, you can email the Office Manager at info@thepropertyshopyorkshire.co.uk.

Your complaint will be acknowledged within 3 working days. We will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the Director, Ryan Melles, explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to The Property Redress Scheme at the following address:

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH

Tel No: 0333 321 9418
Email: info@theprs.co.uk
Website: www.theprs.co.uk/

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to The Property Redress Scheme.

4. What next?

You will receive written confirmation from The Property Redress Scheme that your complaint form has been received. They will write to The Property Shop Yorkshire, enclosing a copy of your complaints form, and request our file and a statement describing our version of events.

The complaint will be reviewed by The Property Redress Scheme's office together with the response from the branch and a recommendation will be made to the Ombudsman who will then make a final decision which is binding upon the branch in question.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Redress Scheme without charge.