

Complaints Procedure

We dedicate ourselves to providing the most professional service possible. As a firm accredited by safeagent, at Central Suites we want you to be fully satisfied with our service. Sometimes things don't go to plan and when something does go wrong, we need you to tell us about it. This will help us to improve our standards.

Contact us

If you have a complaint, our staff who you usually deal with will try to resolve it in the quickest and easiest way possible. In order to do this, please:

Call us

Alternatively, please email us with as much information as possible to admin@centralsuites.co.uk

We will then respond within the timescales outlined below

Registering a formal complaint

- We'll acknowledge your complaint within 3 business days following receipt
- We'll get in touch to discuss your complaint and seek a resolution as we will always want to
- We will investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter. If there is a reason why we need more time than this we will tell you why. Should you have any concerns in the meantime please contact a member of the team.

If you remain dissatisfied after receiving our outcome from the above, please contact us again and we will arrange for a separate review to take place by a more senior member of staff. Within 15 working days we will write to you with a final viewpoint.

If you don't agree with our resolution of your complaint and you'd like to take it further you are able to contact the government approved Property Redress Scheme. Although you can contact PRS with your complaint at any time, they will require confirmation that you have exhausted our complaints procedure and have received a Final Response.

We'll send you the full details of our decision in our Final Response, including your right to refer your complaint to TPO. If you do so, it should be within 12 months of the date on our Final Response.

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
