

## COMPLAINTS POLICY

At Confidence Property we aim to provide the highest standards of service. However, we recognise that things may sometimes go wrong. This policy explains how you can raise a concern or complaint, how we will respond, and what independent support is available if you remain dissatisfied.

### **Step 1: Talk to Us First – Informal Resolution**

Most concerns can be resolved quickly by speaking with us directly. If you're unhappy with any part of our service, please let us know:

- Send us a message on Coho (if you are a tenant)
- Email us at **hello@confidenceproperty.co.uk**
- Call us on **0161 327 1375**, select option 2

A member of our team will review your message and aim to resolve the issue as soon as possible. If it cannot be resolved at this stage, you can ask for it to be reviewed by a senior team member.

If you're still not satisfied, you can move on to a formal complaint.

### **Step 2: Making a Formal Complaint**

If your issue hasn't been resolved informally, you can make a formal complaint. Please send this by email to **hello@confidenceproperty.co.uk** or write to us at:

*Confidence Property Ltd, Oaklea House, 46 Coatham Road, Redcar, TS10 1RS*

When submitting a complaint, please include:

- A clear summary of what went wrong
- The outcome or resolution you are hoping for
- Dates and times of key events or conversations
- Copies of relevant emails, messages, documents, photos, or videos

What Happens Next

- **Acknowledgement:** We will confirm receipt within 3 working days.
- **Investigation and Response:** You will receive a full response within 10 working days, including the outcome of our investigation and any proposed actions.
- **Timeframe Extension:** If more time is required, we will notify you in writing, explain why, and give a revised timeframe.
- **Ongoing Dialogue:** If you provide new information, the same timelines will apply.
- **Conclusion:** Once our final written response is issued, the complaint will be considered closed unless further pertinent information is submitted.

### **Step 3: Independent Help from the Property Redress Scheme (PRS)**

If you remain unhappy after our final response, you can contact the Property Redress Scheme – a free, independent complaints service. To escalate your complaint, you must:

- Wait at least 8 weeks after first sending your formal complaint to us
- Contact the PRS within 6 months of our final written response

#### **PRS Contact Details**

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

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

📮 Post:

The Property Redress Scheme  
Ground Floor  
Kingmaker House  
Station Road  
New Barnet  
Hertfordshire  
EN5 1NZ

Our PRS Membership Number: **PRS003439**

### **Our Commitment**

We value your feedback and are dedicated to addressing complaints with professionalism and integrity. Thank you for giving us the opportunity to put things right and improve our service.