



FLINT & COOK COMPLAINT HANDLING PROCEDURE

If you have a complaint, then this document sets out the procedure which we will follow when dealing with that complaint.

1. Persons have been appointed in our Hereford Office to deal with complaints. You should not hesitate to contact one of them. Their details follow:-

Jonathan R Cook FNAEA FNAVA 22 Broad Street, Hereford HR4 9AP tel: 01432 355455

2. If your complaint is initially made verbally, you will be requested to send a written summary of your complaint to one of the persons listed above.
3. Once we have received your written summary of the complaint, we will contact you in writing, within 7 working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you wish, in response.
4. Within 21 working days of receipt of your written summary, the person dealing with your complaint will write to you to inform you of the outcome of the investigation into your complaint and to advise you what actions have or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you are entitled to refer your complaint to one of the following independent redress schemes:-

For matters relating to consumer-facing Estate Agency, Lettings Agency or Property Management:

The Property Redress Scheme (PRS)

Premiere House

1st Floor

Elstree Way

Borehamwood Hertfordshire

WD6 1JH

T: 0333 321 9418

E: info@theprs.co.uk