

## **Denar Property Management**

We are always willing to help

Denar Property Services Ltd is committed to providing a first class service and to do everything we can to ensure you are satisfied. If you feel we have fallen short of this standard. Denar Property Services Ltd have procedures in place to ensure your complaint is dealt with in a courteous and fair manner.

If you remain unhappy with the way your complaint has been dealt with after speaking to the person with conduct of your matter then you should set out your complaint in writing to:

6 Hedingham House,

The Royal Quarter,

Seven Kings Way,

Kingston upon Thames,

KT2 5AE.

And/or by email to: [info@denarpropertymanagement.co.uk](mailto:info@denarpropertymanagement.co.uk)

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our first class service.
- What you would like us to do to resolve it.
- Include any specific details / documentation that you feel would assist us in resolving your complaint.

On receipt of a complaint, we will fully investigate the issue(s) you have raised and respond to you accordingly.

### **The timescales for dealing with a complaint are as follows:**

- We will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.

- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.
- After our final written response, we may deem the complaint closed. If we deem the matter closed we reserve the right not to enter into any further correspondence with you.

We are members of The Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact The Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response

The Property Redress Scheme is a Government approved Redress Scheme who resolves complaints between members and their consumers. The complainant must have exhausted the member's internal complaints procedure and remain dissatisfied with the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

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:

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

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

By Post at:

1st Floor,

Premiere House,

Elstree Way,

Borehamwood

WD6 1JH

