

Complaints Procedures

Complaints - What to do if you are unhappy with the service that you have received

Green & Co. are committed to delivering high standards of service and achieving excellent working relations with those that deal with us. We aim to be fair and considerate to all those with whom we come in contact during our course of business. We also welcome feedback on the service we provide.

We do recognise that on rare occasions we can make mistakes or our service can fall short of expectations, leading to complaints being made. Our policy is to deal with all complaints in an unbiased and transparent manner. We will make our procedures for dealing with complaints widely available and accessible to all.

If you are unhappy with the service you have received - for example, the length of time it has taken us to do something, or the way in which something has been dealt with you may wish to contact someone. The correct person to contact in these circumstances is given below. He will aim to acknowledge receipt of your complaint within 3 working days from receipt of your letter. He will aim to deal and respond fully to your complaint within 15 working days of receipt. If the full investigation is likely to take any longer than this, we will return to you in writing providing you with details of the shortest reasonable timescale to return to you with our findings.

Green & Co aims to be fair and transparent in its handling of all complaints and to resolve them as soon as possible. In the unlikely event that you remain dissatisfied with the outcome you may refer your complaint to the Property Redress Scheme (PRS). You need to write to the PRS within 6 months of the formal decision date from Green & Co. You may email the Ombudsman on info@prs.co.uk, call them on 0333 321 9418 or write to them at:

Premiere House, 1st Floor, Elstree Way, Borehamwood. WD6 1JH

Further information on the scheme is available from our offices on request.

Green & Co. are also members of Propertymark. If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form. Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | complaints@propertymark.co.uk

propertymark.co.uk/professional-standards/complaints

Please write to Tim Green (partner) on any issues relating to Residential House Sales New Homes, Residential Lettings or Administration.

Please write to Matthew Green (partner) on any issues relating to Commercial/ Professional Services or Development Agency.