

PSW complaint process

We are committed to providing a professional service to all our clients

When something goes wrong, we need you to tell us about it to ensure all issues are addressed in a timely manner.

We will, where appropriate, make reasonable adjustments for those who might be disadvantaged because of factors such as their age, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

However, where possible, we ask that all complaints are made in writing to ensure that there is recorded documentation of all issues raised, and all are addressed where possible.

If you have a complaint, please get in contact via email in the first instance, including as much detail as possible. We will then respond in line with the timeframes set out below.

If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

Complaints can be addressed to our Directive team, who will take all necessary steps to resolving the complaint conservatively. If there are continual disputes, an alternative complaints route can be found using the following link - [Home Page \(theprs.co.uk\)](http://theprs.co.uk)

Contact details are as follows:
George Salt - Company Director
georgesalt@property-sw.co.uk

If you are unable to email your complaint, the complaint can also be sent by recorded delivery to our registered address:
5 Malvern Terrace, Taunton, Somerset, TA2 7PN

What will happen next?

We will send you a written acknowledgement of the receipt of your complaint within three working days of receiving it

We will then investigate your complaint. This will normally be dealt with by a senior member of staff who will review your file and speak to all other team members or incumbent parties relevant to the complaint.

A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

If there are still disputes on the issue (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from the Property Redress Scheme (PRS) without charge.

[Home Page \(theprs.co.uk\)](http://theprs.co.uk)

*Please note the following:

You will need to submit your complaint to PRS within 12 months from the date of our final statement given on your complaint, including any evidence to support your case. The PRS requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

