



Mortlock & Joyce

SALES • LETTINGS • MANAGEMENT

8 Twisleton Court  
Proiry Hill  
Dartford  
DA1 2EN

## Complaints Procedure

Our commitment is to provide a professional service to all our clients and customers.

To help us improve our standards, if something doesn't go as you would have expected, we would like you to tell us about it.

If you have a complaint, please put it in writing, 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 Redress Scheme to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the director who will review your file. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the other director.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from the Property Redress Scheme, without charge.

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH Telephone: 0333 321 9418 Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Redress Scheme requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.