

# JAMES EDWARD

Comprehensively Cared For

At James Edward Properties, we are committed to providing a high standard of service in both residential sales and lettings. However, if you feel that our service has fallen short of your expectations, we want to hear from you so we can address your concerns promptly and fairly.

## **How to Make a Complaint**

If you wish to make a complaint, please provide full details in writing. This helps us investigate your concerns thoroughly.

Complaints should be sent to:

James Hall

Managing Director

James Edward Properties

Email: [james@jamesedwardproperties.co.uk](mailto:james@jamesedwardproperties.co.uk)

Post: 100 Highbury Park, London, N5 2XE

Please include:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- Any relevant supporting documentation

## **Our Complaints Process**

### **Stage 1: Acknowledgement**

We will acknowledge receipt of your complaint in writing within 7 working days.

### **Stage 2: Investigation and Response**

Your complaint will be carefully reviewed by the Managing Director. We will provide a full written response outlining our findings and any proposed resolution within 14 working days of receiving your complaint.

If, for any reason, we require more time to complete our investigation, we will keep you informed and explain the reasons for the delay.

### **If You Are Not Satisfied**

If we are unable to resolve your complaint to your satisfaction, or if eight weeks have passed since you first raised your complaint, you may refer the matter to our independent redress provider, the Property Redress Scheme.

The Property Redress Scheme offers an impartial review of complaints and is free for consumers to use.

- **Email:** [info@theprs.co.uk](mailto:info@theprs.co.uk) or [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)
- **Telephone:** 0333 321 9418

## **Professional Standards**

We are proud members of ARLA Propertymark, demonstrating our commitment to high professional and ethical standards within the property industry.