

Complaints Procedure

If you have a complaint about Brothers Property Management, this statement sets out the procedures which we will follow in dealing with your complaint.

In the first instance you should contact the Managing Director, details are set out below:

Managing Director

Henry Wilson

+44 (0) 7749110200

Henry.Wilson@BrothersPM.co.uk

Where your complaint is initially made verbally, you will be asked to send a written (paper or email) summary to the Managing Director. We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 3 working days of receiving it.

Within 14 days of receipt of your complaint, the Managing Director will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

If you are dissatisfied with any aspect of our handling of your complaint or if we are unable to agree on how to resolve your complaint and you feel we have not sought to address complaints within 8 weeks you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider:

Property Redress Scheme

Premiere House,

1st Floor,

Elstree Way,

Borehamwood,

WD6 1JH.

Tel: 0333 321 9418

E-mail: info@theprs.co.uk

Web: www.theprs.co.uk

Propertymark Client Money Protection Scheme

Arbon House

6 Tournament Court

Edgehill Drive

Warwick

CV34 6LG

Tel: 01926 496 800

E-mail: help@propertymark.co.uk

Web: <https://www.propertymark.co.uk>

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