

## **Leslie & Company Residential Limited, trading as Leslie & Co - Complaints Procedure**

As a member of The Property Redress Scheme, we aim to provide the highest standard of service to all customers and clients. To assist with our membership of PRS we have a process for assessing complaints about our service, appropriate to our firm's size and structure.

All Leslie & Co staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents i.e. terms of business and send it to Leslie & Co at the address below.

Leslie & Co  
Saunders House,  
52-53 The Mall,  
London,  
W5 3TA

The grievance letter will be acknowledged within three working days, investigated in accordance with our in-house procedures and a reply sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response within five working days.

If you make further representations, we will respond with our final position within five working days.

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to the PRS Scheme who will arrange for your complaint to be assessed by an Independent Case Examiner in line with their criteria and procedures.

### **The Property Redress Scheme**

Premiere House,  
1st Floor,  
Elstree Way,  
Borehamwood,  
WD6 1JH  
[www.theprs.co.uk](http://www.theprs.co.uk)

As we are members of the PRS, you agree that we may disclose information relating to the sale or purchase of your property. If you have registered a complaint, you further agree that we may disclose your contact details to PRS to assist in their monitoring of our ongoing compliance.

For the avoidance of doubt opinions of price for marketing purposes are not formal valuations.

We will endeavour to respond to you within the time periods stated but circumstances may arise when it is not possible for us to complete our enquiries within these time limits. This may arise when staff or other persons are unavailable due to illness or are absent on leave. In these circumstances we will advise you of the position and do everything reasonably possible to expedite the matter.

You will need to submit any complaint to The Property Redress Scheme within 6 months of receiving our final viewpoint letter, including any evidence to support your case.