

COMPLAINTS PROCEDURE

Introduction

At Chambers Estate Agents, we are committed to delivering a professional and high standard of service to all clients and customers. We take complaints seriously and aim to resolve any concerns promptly, fairly, and transparently.

Stage 1 – Submitting a Complaint

If you wish to make a complaint regarding our service, please contact us directly using the details below:

Email: claire@chambersproperty.net

Postal Address: 3 Albion Terrace, Water Orton, B46 1ST

To help us investigate your complaint efficiently, please provide:

- Your full name and contact details
- The property address (if applicable)
- Full details of your complaint
- Copies of any relevant supporting documents or correspondence

Upon receipt of your complaint, we will:

- Acknowledge your complaint within **3 working days**
- Investigate the matter thoroughly
- Provide a formal written response within **14 working days**

Our formal response will be sent by email or post, depending on your preferred method of communication.

Stage 2 – Escalation Procedure

If you are dissatisfied with our initial response, you may request for your complaint to be reviewed by a senior member of staff and a further written response will be issued within 14 days.

Stage 3 – Independent Redress

If you remain dissatisfied after completing our internal complaints procedure, you may refer your complaint to:

The Property Redress Scheme
7th Floor Corn Exchange
55 Mark Lane
London
EC3R 7NE

The PRS is an independent redress scheme for property agents and will review complaints in accordance with its dispute resolution procedures.