



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

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 written acknowledgment of the 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 office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- 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 a senior member of staff.
- 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 with our final viewpoint (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

1st Floor Studio, Property Redress Scheme,

Limelight, 3 Elstree Way, Borehamwood

WD6 1JH 0333 321 9418

<https://www.propertyredress.co.uk/>

Make a Complaint – The Property Redress Scheme (www.propertyredress.co.uk)

Please note the following:

You will need to submit your complaint to The Property Redress Scheme within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Redress Scheme requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

How to contact us

Here's how to get in touch to make a complaint.

However you contact us, we'll do our best to sort things out as quickly as we can. You may find it easier and quicker to tell us about complaint online. Go to our website – <https://gigatt1.com> and complete the online contact form.

- Call us: You can call us on 07749173660
- Write to us - our address is 20 – 22 Wenlock Road, London, N1 7GU
- You can also email us at: info@gigatt1.com

So we can respond to your complaint, please make sure you provide details of how we can get in touch with you

Please tell us the details of your complaint and what we can do to put things right • We'll investigate fully and let you know what will happen next