

Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. Such feedback will help us to resolve issues as soon as possible and improve our service going forward.

If you have a comment, complaint or compliment, please put this in writing (letter or email) to us. In the case of a complaint, we will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

Step 1-Make your complaint

If you feel a formal complaint is required, please put your complaint in writing either by letter to registered address of 10 Hillsway Crescent, Mansfield, NG18 5DS or email info@polkadotlettings.co.uk. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Step 2-Acknowledgment

Your complaint will be acknowledged within 3 working days of receipt, and we will start our in-house complaints procedure.

Step 3-Investigation

Your complaint will be investigated and Adam Kalka (Director) will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate, within 14 working days of receipt of complaint.

Step 4-PRS (Property Redress Scheme)

Polkadot Lettings are members of the Property Redress Scheme. Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to: Property Redress Scheme Premiere House, 1st Floor, Elstree Way Borehamwood, WD6 1JH. Contact details: 0333 321 9418, info@theprs.co.uk and www.theprs.co.uk

In order for the Property Redress Scheme to consider a complaint, you must show that you have tried to resolve the matter with the Member agent first and have allowed a minimum of 8 weeks after making a complaint for the Member to respond.

The PRS request:

• You have exhausted the Member’s internal complaints procedure;

• You have waited 8 weeks from the date of your formal written complaint for a response;

• It is within 12 months of the initial formal complaint having being raised with the Member