

## SPEAK TO YOUR NEGOTIATOR OR CONSULTANT

The best way to do this is via email, if you don't have the direct email then call **0204 509 1485**

RESOLVED?

Yes,  
thank you

## NO? ESCALATE TO THE BRANCH MANAGER / DIRECTOR

If you were not satisfied with how your complaint was handled you can write to our company director directly and he will be able to investigate any wrong doing and ensure a formal written outcome of the investigation is sent to you within 10 working days.

Yes,  
thank you

RESOLVED?

## REFER THE MATTER TO THE PROPERTY REDRESS SCHEME

Once all internal investigations have ceased and the outcome has been recommended if you are still not satisfied then you can contact the property redress scheme here