



## **COMPLAINTS PROCEDURE**

RSG Real Estate Limited (trading as Blakes) is committed to providing a professional and high standard of service to all clients, leaseholders, residents and stakeholders. If something goes wrong, we need you to tell us so that we can investigate the matter and work to resolve it.

This procedure explains how complaints will be handled.

### **MAKING A COMPLAINT**

Complaints must be made in writing and should include as much detail as possible, including:

- Your name and contact details
- The property or development concerned
- A clear description of the complaint
- Any relevant documents or supporting information

Complaints should be sent to:

Complaints Officer

Blakes Property Limited, The Landing, 131 – 133 Upper Richmond Road, London SW15 2TL

Email: [john@blakesproperty.com](mailto:john@blakesproperty.com)

### **STAGE 1 – ACKNOWLEDGEMENT AND INVESTIGATION**

Once we receive your complaint:

- We will acknowledge receipt of your complaint within three working days.
- Your complaint will be investigated by a senior member of staff or director who has not been directly involved in the matter wherever possible.
- We will review the relevant records and speak with the staff involved where necessary.

We will provide you with a written response within fifteen working days of our acknowledgement setting out the outcome of our investigation and any proposed resolution.

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## **STAGE 2 – FINAL REVIEW**

If you remain dissatisfied with the Stage 1 response, you may request a further review.

This review will be undertaken by a Director or senior manager who has not previously been involved in the matter.

You should request this review in writing within 14 days of receiving our Stage 1 response.

We will then conduct a further review and issue a Final Viewpoint Letter within fifteen working days.

## **REFERRAL TO THE PROPERTY REDRESS SCHEME (PRS)**

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if eight weeks have passed since the complaint was first raised, you may refer the matter to our independent redress scheme.

RSG Real Estate Limited (trading as Blakes) is a member of:

### **The Property Redress Scheme (PRS)**

Premiere House 1st Floor Elstree Way Borehamwood Hertfordshire WD6 1JH

Telephone: 0333 321 9418 Email: [info@theprs.co.uk](mailto:info@theprs.co.uk) Website: [www.theprs.co.uk](http://www.theprs.co.uk)

PRS will only consider complaints once our internal complaints procedure has been completed. Complaints must be referred to PRS within 12 months of receiving our Final Viewpoint Letter.

Blakes reserves the right to decline to investigate complaints that are considered to be abusive, repetitive, or vexatious in nature, or where the issues raised have already been fully investigated through this complaints procedure. Where this occurs, we will notify the complainant in writing.