



COMPLAINTS

PRIMO RESIDENTIAL is committed to providing a high level of service to our clients – landlords and their tenants.

If you are unhappy about something the below is the procedure to follow.

PRIMO RESIDENTIAL aims to provide the highest standards of service. However, sometimes things go wrong – if that's the case, then we want to know about it. It will help us maintain and improve our standards.

In the first instance, we would ask you to report your issue/complaint by email (including as much detail as possible) to your usual contact and copy into that email

Georgia Beaman (georgia@primoresidential.co.uk)

PRIMO RESIDENTIAL

We have 8 weeks to consider your complaint. If we have not resolved it within this timeframe, you may refer your complaint to Property Redress.

On receipt of your complaint:

- We will acknowledge your complaint within 3 working days of receipt and will enclose a copy of this procedure.
- Your complaint will be dealt with by the Office Manager within PRIMO RESIDENTIAL who will review the detail of your complaint. This will include speaking with your day-to-day contact and reviewing our internal systems as well as any evidence you provide.
- Within 28 days of sending our acknowledgement letter to you regarding your complaint we will write to you in detail with the outcome of our investigations.
- If you are not happy with the outcome of our investigations you should respond to us with your reasons, and your complaint will be further investigated by a senior manager who will provide a final outcome on the matter.

At this stage, if you are still unhappy with the outcome of our investigations then we refer you to Property Redress for an independent review.

Who are Property Redress?

Property Redress is an independent organisation dedicated to resolving disputes between consumers and property agents in the UK. Our purpose is to provide a fair and impartial platform for addressing complaints about estate agents, letting agents, and property managers. We make sure that all property agents comply with the legal requirement to offer redress, giving consumers confidence and peace of mind.

Through a process that includes initial assessment, mediation and a formal adjudication, we work diligently to resolve issues effectively and equitably, safeguarding the interests of both consumers and property professionals.

If you are unhappy with your agent's response to your complaint you must contact us within 12 months of your last communication with them relating to the issue(s).

To make a complaint via Property Redress follow the link below:

[Complain Now](#)

Property Redress

7th Floor
Corn Exchange
55 Mark Lane
London, England EC3R 7NE

Website : [Property Redress](#)

