



Scarlet Oaks Estates & Lettings
63 Boulevard
Preston
PR1 4PH

Complaints Handling Procedure

At Scarlet Oaks Estates & Lettings, we are focused on ensuring that all our clients receive top-quality care and a service that is both prompt and effective. If you find any aspect of our service unsatisfactory or have billing concerns, we encourage you to speak with our Complaints Handling Representative:

Mr. Hardy Adeel, Managing Director

Phone: 07570 163 078

Postal Address: Scarlet Oaks Estates & Lettings, 63 Boulevard, Preston, Lancashire, PR1 4PH

Email: mail@scarletoakestates.co.uk

To maintain our standard of high-quality client care, we aim to address any concerns as swiftly as possible through our complaints handling process.

Our process for handling complaints is detailed below:

Step One:

Please make sure to share the full details of the issue in writing, if you haven't done so already. This will enable us to clearly understand your concerns and take the appropriate action.

Step Two:

Our Complaints Handling Representative will acknowledge your written complaint within seven working days of receipt.

We will explain the next steps and maintain a dedicated file for all communications and documentation related to your complaint.

Step Three:

To investigate the complaint, our Complaints Handling Representative will review the appropriate files and speak with the staff member(s) involved, if applicable.

We aim to conclude this investigation within 14 days of acknowledging your complaint. If we foresee any delays, we will inform you promptly, provide a reason, and offer a new completion date.

Step Four:

We will issue a formal written report of our investigation to the client, with the proposed solution, within 14 working days after the acknowledgment letter is sent.

Step Five:

If our response meets the client's expectations after the outlined steps, the matter will be deemed settled.





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Step Six:

At this stage, if you are still not content with our response, please reach out to us, and we will conduct a further review.

Step Seven:

This review will be thorough and independent of the previous investigation. Within 14 working days of initiating this new review, we will issue a revised proposed solution, taking into account any additional details or considerations that may have arisen.

Legal Ombudsman

Should you still be unhappy following the final stage of our internal complaints process, or if 8 weeks have passed since your complaint was submitted, you may seek a no-cost independent review from The Property Ombudsman.

You are entitled to escalate any complaints about our work, fees, or service quality to the Property Ombudsman; however, certain rules and timeframes must be observed. Please keep in mind that such complaints are normally required to be made within six months of receiving our final written reply. The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

For further information or to make a formal complaint please contact:

The Property Redress Scheme

Phone: 0333 321 9418

Website: [The Property Redress Scheme](https://www.theprs.co.uk/complain) | <https://www.theprs.co.uk/complain>

Postal Address:

Property Redress Scheme
Limelight, 1st Floor Studio 3
Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

Further Information

If you need more information about our complaints handling procedure, please do not hesitate to contact:

Mr. Hardy Adeel, Managing Director

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Email: mail@scarletoakestates.co.uk

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