

Complaints Procedure

Tailor James are a registered agent with The Property Redress Scheme. We strive to provide the best possible service to our clients and to ensure this we have a Complaints Process in place.

Stage 1 – Branch Contact

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. Your complaint will be acknowledged within 3 working days and a full response will be sent within 15 working days of receipt.

Stage 2 –Director Contact

If you remain dissatisfied, you may then further your complaint, which must be in writing to the Director. You must write to them within one month of receiving the Branch response. The Branch Manager can supply you with the details of the Director. A full written response will be sent within 14 working days.

Stage 3 – The Property Redress Scheme

If you remain unhappy with our final response is complete, you can ask Property Redress to investigate your complaint as long as:

- you have allowed us up to eight weeks from the date we received your written complaint to investigate and respond.
- it is less than one year from the last communication we had with you, about this complaint

Property Redress are a government approved redress scheme who resolve complaints, is free to use for those making a complaint and you can find more information on their website www.propertyredress.co.uk/Consumer

To make a complaint, fill out a complaint form or contact Redress Scheme directly or alternatively, visit their website and. You can reach the Property Redress Scheme via email at complaints@theprs.co.uk or through post at:

Redress Scheme

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