

## **CUSTOMER COMPLAINTS PROCEDURE**

If we are giving great service, then we want you to tell everyone, if we aren't, then tell us!

The purpose of the complaints procedure is to deal quickly, effectively and efficiently with your grievance and where possible, turn a potentially negative situation into a very positive one, through our care and attention.

### **DEALING WITH THE COMPLAINT**

We aim to provide a high standard of service to you, our customers, at all times. However, sometimes things can go wrong and if that happens we are committed to resolving matters promptly and fairly. For ease we have detailed our complaints processes below.

### **COMPLAINTS PROCESS**

**Step 1:** Please write (by letter or email) to the Branch Manager with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

**Step 2:** The Branch Manager is required to acknowledge your complaint in writing (letter or email) within 5 working days of receiving it.

**Step 3:** The Branch Manager will review your complaint and provide you with a formal written outcome of his/her investigation within 15 working days of receiving the complaint.

**Step 4:** Should you not be satisfied with the Branch Manager's response you may write to us at the address below and we will carry out a separate and detached review of your complaint resulting in a final view ("Final View") which will be sent to you within 15 working days of the matter being escalated to us.

Simon Bagri, Director, John Miller, 386 High Street, West Bromwich, West Midlands, B70 9LB. Email: [complaints@johnmiller.co.uk](mailto:complaints@johnmiller.co.uk), Tel: 0121 794 3340 (**all complaints must be in writing**)

**Step 5:** Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the Property Redress Scheme whose details are below. Please note that you must refer your complaint to the PRS Scheme within 6 months of receiving our Final View for the PRS Scheme to consider it.

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.