

VIVA LETTINGS AND PROPERTY MANAGEMENT LTD COMPLAINTS HANDLING PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed to deal with complaints, and you should not hesitate in the first instance to contact the relevant partner of the firm as shown below:

-Graham McKee, Viva Lettings and Property Management Ltd, 1st Floor (Regus), Edmund House, 12-22 Newhall Street, Birmingham, B3 3AS. Tel: 0121 809 6549.

2. Where your complaint is initially made verbally, whether face-to-face or over the phone, please also make it in writing, addressed to the person named above. This is to ensure that we fully understand what your complaint is and have a written record of it.

3. Once we have received your written summary of the complaint, we will contact you to acknowledge receipt within five days. We will consider your complaint as quickly as possible and will provide you with a full response or, if that is not possible, an update on what is happening, within 28 days.

4. The first stage of our complaints handling procedure will involve full consideration of the matter. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our investigation, the matter will conclude. However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take it to the final stage of our procedure, which is to refer it to the independent redress mechanisms below.

5. As a private individual to: Property Redress Scheme

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

Tel: 0333 321 9418 **Email:** info@theprs.co.uk **Web site:** <https://www.theprs.co.uk/>