

First Floor Offices
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HELEN PINK
Residential Letting and Management Service

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CUSTOMER COMPLAINTS HANDLING PROCEDURE

Merrett Management aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within three working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to Helen Pink at the address below:

Merrett Management – First Floor Offices – 3 Leeds Terrace – 22 High Street – Lingfield – Surrey – RH7 6AA

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the final reply, then you have the following two options to pursue the matter further:

1. We belong to the following property redress scheme 'The Property Redress Scheme' and you can seek redress by writing to the scheme at:

Address: The Property Redress Scheme – Premiere House – 1st Floor – Elstree Way –
Borehamwood – Hertfordshire – WD6 1JH
Telephone no: 0333 321 9418
Website: www.theprs.co.uk
Email: info@theprs.co.uk

2. You can seek financial redress by commencing a money claim procedure at <https://www.moneyclaim.gov.uk/web/mcol/welcome>