



Property Hub

Residential Commercial Land

IN-HOUSE COMPLAINTS PROCEDURE: Property Hub of Harrow is committed to providing a professional service to all their clients and customers. When something goes wrong, we need you to tell us about it. This complaint or suggestion will help us to improve our customer satisfaction standards.

If you have a complaint, please put it in writing, including as much detail as possible. The complaint should be address to **Miss Viveca Baguandas** (The Office Manager) and it should be posted to our registered address or email on viveca@propertyhubltd.com. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Redress Scheme.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within **three working days** of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 30 days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff / Franchisor (**Mr Sachinkumar Gupta C/o Property Hub Limited, 38 Court Parade, East Lane, Wembley, HA0 3HS**)
- We will write to you within 15 working days of receiving your request for a review, confirming our **final viewpoint** on the matter.

If you remain dissatisfied, you can then contact The Property Redress Scheme to request an independent review:

Property Redress Scheme C/o 1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH. Tel.: 0333 321 9418, Web. : <https://www.theprs.co.uk>

Please note the following:

You will need to submit your complaint to Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Thank you for your patience and co-operation.

Truly, Property Hub, Harrow.