



## **Homelink Property Management: Complaints Handling Procedures**

Here at Homelink Property Management we pride ourselves on the level of customer service that we provide.

Homelink Property Management is a member of The Property Redress Scheme (PRS) and the UK Association of Letting Agents (UKALA), and its Director is an Member of the National Residential Landlords Association (NRLA). By belonging to these organisations, we are required to follow strict professional standards.

In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure, details of which can be found below:

### **Step One: Submit Your Complaint in Writing**

You will need to make your complaint in writing to Homelink Property Management.

Notes for making complaints:

- Please state clearly the nature of your complaint and the way in which you feel that Homelink Property Management has failed to meet the standards you expected of it.
- Please identify the date(s) on which the incident(s) occurred.
- If you have communicated with Homelink Property Management about the issue, please indicate who you talked to, when and whether the communication was in person, by phone, by email etc.
- If there is any documentation to support the complaint then it would be helpful to include this with your complaint.

Complaints should be sent to by mail to; The Director, Homelink Property Management, 132 Henleaze Road, Bristol BS9 4LB; or by email to [homelink@goldsmith-property.co.uk](mailto:homelink@goldsmith-property.co.uk)

Upon receipt of your complaint the Directors will assess your submission and will respond within ten working days of receiving your written complaint.

We aim to resolve all complaints during this initial stage.

Should you feel we have not satisfactorily dealt with the matter or you do not accept the resolution offered by Homelink Property Management, then you should indicate this in writing to Homelink Property Management using the contact details above.

We will then issue you with a Final Viewpoint letter on the matter, within 10 working days of receipt of your response.

### **Stage Two: The Property Redress Scheme**

Upon receipt of our Final Viewpoint letter and in the event that you remain dissatisfied, you may contact The Property Redress Scheme.

The contact details for The Property Redress Scheme are as follows:

Telephone: 0333 321 9418, email: [info@theprs.co.uk](mailto:info@theprs.co.uk), website: <https://www.theprs.co.uk/> Post: Property Redress Scheme, Premier House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood, WD6 1JH

*The PRS will not consider your complaint until you have exhausted our internal complaints procedure or have failed to receive a response from us after 8 weeks.*