

## Complaints Procedure – Smart Link Estates

We are committed to providing a professional service to all our clients and customers. We understand that sometimes things may not go as planned, and we encourage you to communicate any issues that arise. Your feedback is essential in helping us resolve matters promptly and improve our services going forward.

If you have a complaint, we kindly ask that you submit it in writing, either via letter or email. Upon receiving your correspondence, we will acknowledge receipt and respond according to the timeline and procedures set out below. The entire process should take no longer than 8 weeks.

We want to assure you that we consider the individual needs of our clients and, where appropriate, make reasonable adjustments for those who may face disadvantages due to factors such as age, infirmity, disability, lack of knowledge, limited language or numerical ability, economic circumstances, bereavement, or being a non-native English speaker.

Thank you for your understanding and cooperation. We value your feedback and are dedicated to enhancing our service for all our clients.

### Stage 1— Your Complaint

Your Complaint Please put your complaint in writing either by letter or email and address it to 'Complaints at Smart Link Estates' Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence. Email: [info@smartlinkestates.com](mailto:info@smartlinkestates.com)

### Stage 2— Our Acknowledgement

Your complaint will be acknowledged, and we will start our in-house complaints procedure. **Timescale** 4 Working days

### Stage 3—Our Investigation

Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. **Timescale** 15 Working days

### Stage 4—Our Investigation

Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate **Timescale** 15 Working days

### Stage 5—PRS

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to: PRS (Property Redress Scheme)

Limelight

1st Floor

Studio 3

Elstree Way, Borehamwood

Hertfordshire

WD6 1JH

0333 321 9418

[info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)

**Timescale** You must refer your complaint to PRS within 12 months of the date of our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to PRS. No charge will be made for any complaint we handle