

Complaints Procedure

Shropshire Estate Agents Ltd

At Shropshire Estate Agents Ltd, we are committed to providing a professional and high-quality service to all our clients. We recognise that occasionally things may go wrong, and when they do, we take complaints seriously and aim to resolve them promptly and fairly.

This procedure explains how you can make a complaint and how we will handle it.

1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us in the first instance:

By Email:

hello@shropshireestateagents.com

By Post:

The Compliance Manager
Shropshire Estate Agents Ltd
1, Montford Bridge
Shrewsbury
Shropshire
SY4 1EU

Please include:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- Any relevant supporting information

2. Who Will Handle Your Complaint

All complaints are handled by our Compliance Manager/Director:

Carl Morris

Director

Shropshire Estate Agents Ltd

We will ensure your complaint is dealt with fairly, consistently, and promptly.

3. Acknowledgement of Your Complaint

We will acknowledge receipt of your complaint in writing within **3 working days** of receiving it.

4. Investigation and Response

We will:

- Investigate your complaint thoroughly
- Review all relevant information and records
- Contact you if further information is required

We aim to provide you with a **full written response within 15 working days** of receiving your complaint.

If we are unable to provide a full response within this timeframe, we will explain the reason for the delay and inform you when you can expect a reply.

5. Escalation Within the Company

All complaints are initially investigated and responded to by a Director of Shropshire Estate Agents Ltd.

If you are not satisfied with our initial response, you may request a further review by writing to us within 14 days of receiving our reply, explaining why you remain dissatisfied.

Your complaint will then be reviewed by an alternative Director who has not been directly involved in the matter where possible.

We will provide a final written response within 15 working days of receiving your request for review.

This response will represent our final position.

6. Referral to the Property Redress Scheme

If you remain dissatisfied after we have completed our internal complaints process, you may refer your complaint to our redress scheme:

The Property Redress Scheme

Premises Ombudsman

PO Box 624

Sale

M33 0FJ

Website: <https://www.propertyredress.co.uk>

Email: info@propertyredress.co.uk

Telephone: 0333 321 9418

You must contact the Property Redress Scheme within **12 months** of receiving our final written response.

We are registered with the Property Redress Scheme in the name of **Carl Morris (Director)**.

7. Record Keeping

We keep records of all complaints received and the outcomes of investigations. These records are maintained in accordance with our data protection obligations.

8. Continuous Improvement

We use feedback and complaints to improve our services and procedures. All complaints are reviewed to help us maintain high standards of service.

Contact Us

If you wish to raise a complaint, please contact:

Shropshire Estate Agents Ltd

1, Montford Bridge

Shrewsbury

Shropshire

SY4 1EU

Email: hello@shropshireestateagents.com

Telephone: 01743 294800