



## COMPLAINTS PROCESS

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### RESOLVING YOUR COMPLAINT

At VC Estates we strive to ensure that the process of buying and selling property runs as smoothly as possible. However, in what can be a stressful transaction, occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any issues that may arise are resolved in a satisfactory manner.

All our team members at VC Estates take customer satisfaction very seriously and we will endeavor to resolve the matter as quickly and as professionally as possible.

#### Our Customer Care Process

##### 1. Associate Discussion

Any initial dissatisfaction should be brought to the attention of the Associate either by phone or via email. The Associate will do everything they can to resolve the matter as effectively as possible.

##### 2. Making a formal complaint

If you feel that your issues have not been dealt with or resolved to your satisfaction, you can refer the matter to our complaints team who are on hand to help deal with any formal complaints.

Your complaint will be investigated, and a plan put in place to ensure you remain supported throughout your transaction, keeping you fully informed at various stages of your complaint.

Our complaints team will acknowledge your complaint within 3 working days and a response to your complaint provided within 10 working days of the complaint being received. Feedback is shared with the board of directors and Associates so that lessons can be learnt and reviews undertaken, this ensures that as a business we are meeting all of our customers' needs and expectations.

You can contact our complaints team at:

Email: [hello@vcestates.co.uk](mailto:hello@vcestates.co.uk)

Post: The Old Stables, Horam, East Sussex, TN21 0LJ

##### 3. The right to appeal

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 different member of our complaints team not directly involved with the original investigation. Should you wish to escalate to this stage then please write again at the contact details above.

You will again receive an acknowledgement within 3 working days and a full and final response will be sent out to you within 10 working days of the complaint being received.

##### 4. Referral to The Property Redress Scheme or Propertymark

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied (or more than 8 weeks has elapsed since the complaint was first made) you can seek redress through The Property Redress Scheme who provide a free, independent service for dealing with any unresolved disputes.

Please note that The Property Redress Scheme will not consider your complaint until you have completed our internal complaints procedure. Any referral to The Property Redress Scheme must be made within 6 months of the date of our final response. You can also take up a complaint with Propertymark as we are a member: Contact details are:

**The Property Redress Scheme, 1<sup>st</sup> Floor, Premiere House, Elstree Way, Borehamwood WD6 1J. [www.theprs.co.uk](http://www.theprs.co.uk) 0333 321 9448. Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG. [help@propertymark.co.uk](mailto:help@propertymark.co.uk) 01926 496 800.**