

Grace Miller & Co. Complaints Handling Procedure

Grace Miller & Co. is committed to delivering a quality service at all times, however, we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from us we would like to hear from you.

Our Complaints Handling Procedure has two stages. Stage one gives our firm the opportunity to review and consider your complaint in full. We will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two, which gives you the opportunity to have your complaint reviewed and considered by the Property Redress Scheme.

Stage One

We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please provide as much information as possible about the service provided, the individuals or nature of the problem and why you felt the service we offered did not meet your expectations.

You can write or email your complaint to:
Jonathan Miller MIRPM AssocRICS MARLA
Grace Miller & Co. Limited.
84 Coombe Road
New Malden KT3 4QS
Email: jmiller@gracemiller.co.uk

Your complaint will be acknowledged at the earliest opportunity. It is our intention that complaints will be responded to within four weeks. If a full response cannot be given within four weeks (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

Stage Two

If you remain dissatisfied with our response, or more than 8 weeks has elapsed since the complaint was first made, you have the opportunity to refer your complaint to an independent redress provider, the Property Redress Scheme, without charge. You must do so within 12 months to be eligible.

The Property Redress Scheme
<https://www.theprs.co.uk/Consumer>

When completing the online complaint form, you must explain all the reasons why you are complaining, the actions required to resolve the complaint and include all relevant evidence.

Alternatively, you can request a hard copy of the complaint form from our office. Once completed, the form should be returned to:

The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood WD6 1JH
E: info@theprs.co.uk T: 0333 321 9418

There are also sources of independent advice for leaseholders such as The Leasehold Advisory Service (LEASE) at www.lease-advice.org or Citizens Advice at www.citizensadvice.org.uk.