LHB Estate Agents

Complaints Policy and Procedure

Complaints Policy

At LHB Estate Agents, we are committed to providing the highest standards of service to our clients. However, we understand that occasionally things may not go as planned. If you are dissatisfied with the service you have received, we encourage you to let us know so that we can address your concerns promptly, fairly, and transparently.

We take all complaints seriously and aim to resolve them quickly and amicably. This policy outlines how you can make a complaint and the steps we will take to investigate and resolve the issue.

Complaints Procedure

Stage 1 – Informal Resolution

Most complaints can be resolved informally. If you have a concern, please first raise it with the member of staff you have been dealing with. They will attempt to resolve the issue to your satisfaction as quickly as possible. If you are not satisfied with the response or prefer to make a formal complaint, please follow the steps below.

Stage 2 – Formal Complaint

Please submit your complaint in writing to:

Complaints Manager
LHB Estate Agents
8 Sea Lane
Rustington
West Sussex
BN16 2RB
sales@lhbestateagents.co.uk
01903 323 455

In your complaint, please include:

- Your full name and contact details
- The address of the property (if applicable)
- Details of your complaint
- Names of staff members involved (if known)
- Any relevant dates and supporting documents

Acknowledgement:
We will acknowledge your complaint in writing within **3 working days** of receipt.

Investigation:
A senior member of our team (who is not directly involved in the issue) will investigate your complaint thoroughly. We aim to provide a full written response within **15 working days**. If this is not possible, we will keep you informed of the reason for the delay and provide a new estimated timescale.

Stage 3 – Property Redress Scheme (PRS)

If you remain unhappy after receiving our final response, or if 8 weeks have passed since your initial complaint and it has not been resolved, you may refer your complaint to the **Property Redress Scheme**.

LHB Estate Agents is a member of the Property Redress Scheme, and we are bound by their decisions.

How to Complain to the PRS

You can contact the **Property Redress Scheme** via:

Website: https://www.theprs.co.uk/
Email: complaints@theprs.co.uk
Post:
Property Redress Scheme
Premiere House, 1st Floor
Elstree Way
Borehamwood
WD6 1JH
Phone: 0333 321 9418

Step-by-Step Guide to Escalating to the PRS

1. Submit a complaint to LHB Estate Agents in writing and allow up to 8 weeks for a final written response.
2. Wait for the final viewpoint letter or the expiration of the 8-week period without resolution.
3. Visit the PRS website or contact them directly to submit your complaint.
4. Provide supporting documentation, including:

   - Your written complaint to LHB Estate Agents
   - Our final response (if issued)
   - Any relevant correspondence or evidence

5. PRS will assess the eligibility of the complaint and may request further details.
6. The PRS will issue a decision, which may include recommendations or required actions for resolution.
7. LHB Estate Agents will comply with the PRS decision in line with our membership obligations.

Retention of Complaints

All complaints and associated correspondence will be retained securely and confidentially for a minimum of **6 years**.

Contact Us

If you have any queries about this policy or wish to discuss a potential complaint, please do not hesitate to contact us:

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BN16
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