



COMPLAINTS PROCEDURE

Western Permanent Property is committed to providing a high standard of service and to continuous improvement. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback really does help us to improve the quality of our work.

You may complain under this procedure if you feel:

- The service you have received from WPP has failed to meet our agreed service standards
- You have not been treated in accordance with our policies and procedures
- You are unhappy with the behaviour of our staff

STAGE 1

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. WPP staff will do everything they can to put things right, including reviewing procedures to stop problems happening again. The contact will be acknowledged within seven working days. The staff member will seek to resolve the matter within 28 working days during which a copy of the Complaints Procedure will be made available to you. If, at this point, the matter has not been resolved to your satisfaction you will need to go to Stage 2 of this procedure.

STAGE 2

If you are not happy with the response provided under stage 1, you can make a formal complaint in writing to the relevant Line Manager and/or the Managing Director who will acknowledge receipt within three working days. The proprietor will investigate the issues raised and let you have WPP's response to the complaint within ten working days.

STAGE 3

If you do not feel that the stage 2 response is acceptable, WPP will undertake to offer an alternative dispute resolution.

If the complaint is not resolved within 8 weeks from first activating the WPP complaints procedure then the matter can be referred to Property Redress Scheme using the following contact details:

<http://www.theprs.co.uk>

Property Redress Scheme

Ground Floor

Kingmaker House

Station Road

New Barnet

Hertfordshire

EN5 1NZ

Email: info@theprs.co.uk

Phone: 0333 321 9418

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REVIEW

This procedure will be reviewed in November 2023.

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Western Permanent Property Ltd,
46 Whitchurch Road, Cardiff, CF14 3LX
Tel: 029 2023 5151, Fax: 029 2066 8806
Email: info@wppmc.com
www.wppmc.com