

COMPLAINTS PROCEDURE

At Chestertons, we endeavour to provide the highest levels of service. We do however recognise that on occasion things do not go according to plan. In such instances, Chestertons operates an internal complaints procedure.

- 1 In the first instance, please contact the manager of the branch or department concerned. If you are unable to resolve the matter with the branch/department manager and wish to escalate your complaint, please send a summary of your complaint by email* to customer.service@chestertons.co.uk or write to:

Chestertons Customer Services
44-48 Old Brompton Road
South Kensington
London, SW7 3DY

- 2 We will acknowledge receipt of your written complaint within three working days, and tell you who will be investigating your complaint.

- 3 Within a further 15 working days the relevant person will write to you to inform you of the outcome of the investigation into your complaint, and to let you know what (if any) actions have been or will be taken. If a longer period is required to consider your complaint you will be notified in writing with a revised timescale.

- 4 If you remain dissatisfied (or more than eight weeks has elapsed since the complaint was first made), you can request an independent review from the Property Redress Scheme without charge.

Property Redress Scheme
Premiere House, First Floor,
Elstree Way,
Borehamwood,
WD6 1JH

0333 321 9418
info@theprs.co.uk
www.theprs.co.uk

Please note that the Property Redress Scheme will only review complaints made by customers of Chestertons' Residential Sales and Lettings services, and within 12 months from the date of our final viewpoint.

For complaints from customers using Chestertons – Professional Services Division, which is a division of Chesterton UK Services Limited, regulated by RICS for the provision of the following surveying services: Valuation – Residential, Valuation – Commercial, Expert Witness, Landlord and Tenant Services – including Rent Reviews and Lease Renewals, Chestertons will agree to a referral of the complaint by mediation with you in accordance with the RICS Dispute Resolution Service (DRS).

RICS Dispute Resolution Service
Colmore Row
Birmingham, B3 2AA

drs@rics.org

*Where possible, Chestertons will make reasonable adjustments to accommodate customers with disabilities. Please contact your local branch to discuss your requirements and they will then request a senior member of staff to contact you to escalate the matter further.

chestertons.co.uk

Registered office Chesterton UK Services Ltd 40 Connaught Street, Hyde Park, London, W2 2AB Registered in England & Wales Company number 5334580 | VAT number 108-238-135 If you currently have a sole agency agreement with another estate agent then as the seller you may be liable to pay an additional fee.



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