Procedure for Complaints Handling

At **Regal Hampton Properties Ltd**, we are committed to providing you with a high-quality service at all times. However, we recognize that sometimes things do not go to plan. When something goes wrong, we need you to tell us about it. This will help us to resolve the issue for you and improve our standards of service.

Stage One: Informal Resolution

If you have a complaint, please first speak to the member of staff you usually deal with. They will attempt to resolve the matter on the same day.

Should they need time to investigate the issue, they will explain why and provide you with a timeframe for their response. If you are not satisfied with the response you receive at this stage, you can proceed to our formal complaints procedure as outlined below.

Stage Two: Formal Written Complaint

Please submit your formal complaint in writing, either by email or letter, including as much detail as possible.

You may ask someone to assist you in putting your complaint in writing if you wish. If you are unable to submit your complaint in writing, please contact us directly so that we can document the complaint on your behalf.

When contacting us, please provide the following information:

- Your name and contact details;
- Confirmation of your relationship to the property (e.g., Tenant, Landlord, etc.);
- The full address of the tenancy property (if known);
- The specific aspect of our service you are complaining about;
- How you would like us to put matters right.

Contact Details:

- **By Post:** FAO Sandy Liu, Regal Hampton Properties Ltd, 3 More London PI, London SE1 2RE
- **By Email:** info@regalhampton.co.uk

What Will Happen Next?

1. **Acknowledgment:** We will send you a letter or email acknowledging receipt of your complaint within **3 working days**, enclosing a copy of this procedure.
2. **Investigation:** We will investigate your complaint. A formal written outcome of our investigation will be sent to you within **10 working days** of sending the acknowledgment letter. If we require more time for a deeper investigation, we will inform you of the reason and the expected timeframe.
3. **Senior Review:** If you remain dissatisfied with the initial outcome, you should contact us again. We will arrange for a separate review to be conducted by a senior member of staff who was not involved in the initial investigation.
4. **Final Viewpoint:** We will write to you within **10 working days** of receiving your request for a review, confirming our Final Viewpoint on the matter. If we need more time, we will notify you accordingly.

Stage Three: Independent Redress (External Review)

If you remain dissatisfied after receiving our "Final Viewpoint" letter, you may contact our independent redress scheme to request an independent review:

Name of Redress Scheme: Property Redress Scheme (PRS)

Address: 7th Floor, Corn Exchange 55 Mark Lane London EC3R 7NE

Telephone: 0333 321 9418

Email: info@propertyredress.co.uk

Website: www.propertyredress.co.uk

Please Note:

- You must submit your complaint to the redress scheme within **12 months** of receiving our Final Viewpoint letter, including any evidence to support your case.
- The redress scheme requires that all complaints are addressed through this in-house procedure before being submitted for independent review.

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