

Complaints Procedure for Acen Properties.

At Acen Properties we aim to provide the highest standard of service. However, we understand that sometimes things can go wrong. If you're dissatisfied with any aspect of our service, please follow our complaints procedure so we can resolve the issue promptly and fairly.

Step 1: Raise Your Complaint

1. Contact your agent:

- ◊ Initially, please raise your concerns with the member of staff you have been dealing with. Often, issues can be resolved quickly at this stage.

3. Formal complaint submission:

- Your name and contact details
- Property address in question
- A clear description of your complaint
- Relevant documents or evidence (e.g., emails, contracts)
- ◊ If your issue is not resolved or you remain dissatisfied, please submit your complaint in writing to:
Complaints Department
Acen Properties
Newminster House, Baldwin Street, BS1 1LT
hello@acenproperties.co.uk
0117 363 4411
- ◊ Include the following details:

Step 2: Acknowledgement of Your Complaint

- We will acknowledge your complaint in writing within **3 working days** of receipt.
- You will be given the name and contact details of the person handling your complaint.

Step 3: Investigation

- We will conduct a thorough investigation and aim to provide a formal written response within **15 working days**.
- If additional time is required, we will inform you and provide an updated timeline.

Step 4: Escalation to Management

- If you are not satisfied with our response, you may request that your complaint is escalated to senior management or the company director for review.
- We will aim to provide a final response within **10 working days** of escalation.

Step 5: Independent Redress Scheme

- If you remain dissatisfied after our final response, you may refer your complaint to our independent redress scheme:

The Property Redress Scheme

<https://www.portal.propertyredress.co.uk/Complain>

- ◊ You must do this within **6 months** of receiving our final response.
- The redress scheme is impartial and will review your complaint. Their decision is binding on us as a member of the scheme.

Step 6: Further Assistance

- If you believe we have acted unlawfully or violated regulations, you can report your concerns to **Trading Standards** or seek independent legal advice.

We take complaints seriously and aim to resolve all matters fairly and efficiently. Thank you for bringing any issues to our attention so we can work to improve our service.