Freshwell
PROPERTY GROUP

Complaints & Redress Procedure

Freshwell Property Group Limited

If something has gone wrong

We want to hear about it and put it right. This page explains how to raise a complaint with Freshwell Property Group Limited, what we'll do about it, and where you can go if we can't sort it out between us.

There are two stages. First, we look into it ourselves. If you're still unhappy after that, an independent redress scheme can review it for you.

Stage one: tell us in writing

Start with the person you've been dealing with. If that doesn't solve it, send us your complaint in writing so nothing gets missed. It helps if you tell us:

- who you have been dealing with,
- what we were doing for you,
- what you think we got wrong, and
- what you would like us to do to put it right.

Write or email us at:

Freshwell Property Group Limited
82, Suite A James Carter Road, Mildenhall, IP28 7DE
Email: ben@freshwellpropertygroup.co.uk

Step	When
We confirm we have your complaint	Within 5 working days of receiving it
We send you what we found	Within 20 working days of receiving it
Our Final Response, if you come back to us	Within 40 working days (8 weeks) of your original complaint

Our director will review your complaint, speak to whoever dealt with you, look at the facts fairly, and aim to reach an outcome you're happy with

Stage two: independent review

If you're not happy with our Final Response, or 8 weeks have passed since your first complaint and it still isn't resolved, you can take it to The Property Redress Scheme (PRS).

PRS is independent of us, free for you to use, and an approved redress scheme for property agents under the Consumers, Estate Agents and Redress Act 2007. You have 12 months from our Final Response to refer your complaint. Freshwell Property Group Limited is a PRS member (membership no. PRS061618).

The Property Redress Scheme
Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH
Telephone: 0333 321 9418
Email: info@propertyredress.co.uk

If you’re unsure about any part of this process, email ben@freshwellpropertygroup.co.uk and we’ll explain.