



## **COMPLAINTS PROCEDURE**

PIT Property Management wants to ensure clients receive a professional level of service and welcomes feedback. In the event you may be dissatisfied with service standards, we urge you to communicate any issues to us. Please tell us by following the procedure set out below.

Email [office@pitpropertymanagement.com](mailto:office@pitpropertymanagement.com), your correspondence will be acknowledged within 3 working days of receipt followed by a formal written response within 15 working days following investigations. If you are not satisfied with our response, you should contact us again and request a separate review. We will write to you within 15 working days of receiving your request for a review, confirming our final decision relating to the matter.

If you remain dissatisfied with our response then you can refer the complaint to our client redress scheme of which we are members as follows: PRS the Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH. Contact no: 0333 321 9418 or email [info@theprs.co.uk](mailto:info@theprs.co.uk) within 6 months of our final response, including any evidence to support your case.