



### Complaints Procedure

1. Hills Property Consultants (a member of The Property Redress Scheme) aim to provide the highest standards of service to all our customers and clients. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This enables the matter to be dealt with internally and efficiently by the Director of the Company or the Office Manager, and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Redress Scheme.
2. If you believe you have a complaint, please write in the first instance to the Principal or Senior Manager at the Newnham office. This can be done by either email or via post. (Please see details of the address on our website).
3. Your complaint should be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
4. In the event that the final review still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Redress Scheme. We will submit our file to the Property Redress Scheme on request. You are also entitled to have your complaint referred to the Property Redress Scheme should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

Please see here for more information on The Property Redress Scheme: [Complain Now \(theprs.co.uk\)](https://www.theprs.co.uk)

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

03333 219418  
[info@theprs.co.uk](mailto:info@theprs.co.uk)