

CHANCELLORS GROUP OF ESTATE AGENTS COMPLAINTS PROCEDURE

If you have a complaint, this document sets out the procedure which we will follow when dealing with your complaint, in line with the Property Redress Scheme's guidelines.

1. Complaints about the service of the Chancellors Group of Estate Agents should be sent in writing to:

The Directors
The Chancellors Group of Estate Agents Ltd
One Station Square
Bracknell
RG12 1QB

Or

directors@chancellors.co.uk

Where your complaint may have initially been made to one of our offices, you will be required to send full details of your complaint **in writing** to the Directors or by email to directors@chancellors.co.uk. Please note that to ensure the accuracy of the information passing between the parties, we do not deal with complaints over the telephone.

2. Once we have received written details of your complaint, we will contact you in writing within 3 working days to acknowledge your complaint and advise you of the actions we will be taking. You will also be invited to make any further comments you may have in relation to the circumstances leading to your complaint.
3. Within 15 working days of receiving your written complaint, we will write to you to inform you of the outcome of our initial investigation and to let you know what actions have been, or will be taken. This response will have been provided by one of our Customer Service team under the direction of our Customer Services Manager working on behalf of the Directors.
4. If you remain dissatisfied with any aspect of the handling of your complaint, you should contact the Directors Office again at either of the above addresses, so that a further review can be instigated. You will receive a further written response within 15 working days from the date of receipt of your letter/email to inform you of the conclusion of this review. This response will have been provided by one of our Customer Service team under the direction of our Customer Services Manager working on behalf of the Directors. Where deemed necessary and at our sole discretion, the file will be passed to the relevant Associate Director to undertake a review of the entire complaint.
5. If you remain dissatisfied, you may refer the matter to the Property Redress Scheme:

Web: <https://www.theprs.co.uk/Complain>
Email: Complaints@ThePRS.co.uk
Post: Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Please note, that by making a formal complaint to Chancellors and/or the Property Redress Scheme, this will not necessarily delay or prevent our Credit Control Department issuing legal proceedings against you for any sums outstanding. Any complaint, pending or otherwise is an entirely separate matter to the fees due to us and therefore should be settled promptly to avoid litigation.

The logo for Chancellors, featuring the word "Chancellors" in a yellow, serif font with a small diamond shape above the 'i' in "Chancellors", set against a dark red background.

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