



## COMPLAINTS PROCEDURE

At Flatline Bristol Limited we are committed to providing the highest standard of service to all of our customers, and we want you to be satisfied with our service. We understand however that sometimes things can go wrong, and when they do, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, our staff who you usually deal with will try to resolve it that day, so please tell them in the first instance.

Should they need some time to look into the matter, they will explain why and tell you how long it will take. If you're not happy with the response you receive from the team, you can get in touch through our formal complaints procedure below.

### **Making a complaint**

In the event that you have a complaint, please put your formal complaint in writing to [info@flatlineonline.co.uk](mailto:info@flatlineonline.co.uk), including as much detail as possible. When contacting us, please tell us:

- your name and contact details
- confirmation of what your relationship is to the property
- the full address of the tenancy property, if you have those details
- the aspect of our service you are complaining about;
- how you would like us to put matters right.

Your complaint will be acknowledged by email within 3 working days.

We will then respond in line with the timeframes set out below.

## **What happens next?**

### **Stage One**

Flatline Bristol Limited will conduct a full and thorough investigation, and a full written response detailing the outcome of our investigation will be sent within 15 working days of sending our email acknowledgement of your complaint.

### **Stage Two**

If you remain dissatisfied, you should contact us again to request a review of our decision, explaining why you are unhappy with our response. A senior member of staff will conduct a comprehensive review of your complaint and will give our final viewpoint on the matter in writing within 15 working days of receipt of your request to review our decision.

### **Stage Three**

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Redress Scheme, whom Flatline Bristol Limited are members, (PRS002030) at the following address:

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

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their customers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website [www.theprs.co.uk](http://www.theprs.co.uk)

Please be aware that any complaints made to the Property Redress Scheme should be made within 12 months of the date of our final viewpoint communication, with evidence to support your case.

## **We are members of Propertymark**

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk)

[propertymark.co.uk/professional-standards/complaints](https://propertymark.co.uk/professional-standards/complaints)