

# COMPLAINTS HANDLING PROCEDURE

The following sets out the procedure we will follow in dealing with any client complaint:

1/ If you have made your complaint verbally we will ask you to put it in writing and Sunny Landa who will then contact you within seven days at which stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have about this.

2/ Within twenty-one days of the receipt of your written summary Sunny Landa will write to you to inform you of the outcome of the internal investigation and let you know what actions we have taken or will take.

3/ If you are still unhappy with the result of any of the above you can refer your complaint to two schemes:-

## **PROPERTY REDRESS SCHEME**

Premier House  
1st Floor  
Elstree Way  
Borehamwood  
WD6 1JH

Tel: 0333 321 9418

## **BUSINESS REDRESS SCHEME**

RICS Dispute Resolution Service  
55 Colmore Row  
Birmingham  
B3 2AA

Tel: 020 7334 3806

-  0115 772 2525
-  [info@landaassociates.co.uk](mailto:info@landaassociates.co.uk)
-  [www.landaassociates.co.uk](http://www.landaassociates.co.uk)
-  31C Plains Road, Mapperley, Nottingham NG3 5JU

