

The logo for Taylors, featuring the word "Taylors" in white, bold, sans-serif font on a blue rectangular background. A vertical red bar is positioned to the right of the blue rectangle.

**Taylors**

# **Complaints Handling Procedure**

**Taylors Estate Agents & Surveyors Limited  
and  
Taylors Sedgley Limited**

Trading as Taylors, Taylors Estate Agents, and  
Taylors Letting Agents

Revised 10/2024

# Taylors Estate Agents & Surveyors Limited and Taylors Sedgley Limited

Please note that this Complaints Handling Procedure is irrelevant to the surveying/professional valuation aspect of our business, which is regulated by the Royal Institution of Chartered Surveyors (RICS) and another dispute resolution service. If you wish to raise a matter concerning our surveying/professional valuation service, please email: [surveys@taylors-estateagents.co.uk](mailto:surveys@taylors-estateagents.co.uk) and we will send you a copy of the relevant complaints handling procedure.

Our aim is to provide a first-class service and do everything we can to ensure your satisfaction. If you feel that we have fallen short of this standard and wish to complain, please **first telephone the person who has been your contact** and explain that you are dissatisfied with an aspect of the service you have received.

If a conversation with your point of contact does not resolve your issue, please **speak with the BRANCH MANAGER** at the office you are having an issue with. <https://www.taylors-estateagents.co.uk/about-us>

**Most complaints can be dealt with in a conversation.**

If you still remain unhappy your complaint can be escalated and we ask that you set out your complaint **in writing** to:

Mr A J Pritchard MNAEA  
Co-Owner  
Taylors Estate Agents  
85 High Street  
Stourbridge  
West Midlands  
DY8 1ED

And/or by email: [adam.pritchard@taylors-estateagents.co.uk](mailto:adam.pritchard@taylors-estateagents.co.uk)

To resolve your complaint, we would ask that you include the following information and evidence (if applicable):

- An outline of your complaint explaining why you feel that we have fallen short of our first-class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
  - a. Names of the advisers you have spoken to in connection with the complaint and the branch name in connection with the complaint
  - b. Time(s) and Date(s) of the incidence(s)
  - c. Telephone number(s) and or Address(es) you have used to contact us and any written correspondence in connection with your complaint
  - d. Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- You will receive an 'acknowledgment of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgment, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

#### **PROCEDURAL SUMMARY TO RAISE A COMPLAINT;**

- STEP ONE Telephone the person who has been your contact (if not resolved, proceed as below)
- STEP TWO Speak with the BRANCH MANAGER (if not resolved, proceed as below)
- STEP THREE Set out your complaint **in writing** to Mr A J Pritchard (if not resolved, proceed as below)
- STEP FOUR Take your complaint externally via the PRS (*details below*)

We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme (PRS) to ask them to investigate your complaint. To take your complaint to The Property Redress Scheme you must first have carried out the following:

- Made an official complaint to us, in writing;
- You have waited 8 weeks for your complaint to have been resolved by us in writing;
- It is still within 12 months from our last communication with you regarding this complaint

The Property Redress Scheme is a government-approved Redress Scheme that resolves complaints between Members and their consumers. 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)

To make a complaint, please contact the Property Redress Scheme directly or, alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

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

T. 0208 275 7131  
E. [info@theprs.co.uk](mailto:info@theprs.co.uk)  
W. [www.theprs.co.uk](http://www.theprs.co.uk)

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

T. 0208 275 7131  
E. info@theprs.co.uk

www.theprs.co.uk

HF Resolution Ltd trading as  
Property Redress Scheme

Registered Office:  
Premiere House | 1st Floor | Elstree  
Way | Borehamwood  
| Hertfordshire | WD6 1JH

Registered in England 08994516  
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**The Property Redress Scheme is a government authorised  
Consumer Redress Scheme for Lettings, Property  
Management and Estate Agents and other Property  
Professionals**

Authorised

