



CUSTOMER COMPLAINTS HANDLING PROCEDURE

Benjamin Stevens Estate Agents (BENJAMIN STEVENS LONDON LIMITED)

As a firm Benjamin Stevens aims to provide the highest standards of service to all Clients, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to Louisa Felman at the address below:

194 Station Road, Edgware, Middlesex, HA8 7AT

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established "in-house" procedures.

A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact Steve Wayne who will review the complaint.

194 Station Road, Edgware, HA8 7AT

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the The Property Redress Scheme via email at info@theprs.co.uk or via phone on 0333 321 9418

*Revised December 2019

59 High Road, Bushey Heath, Hertfordshire, WD23 1EE

Tel: 020 8950 7777 Fax: 020 8955 7600
web: www.benjaminstevens.co.uk

Offices also at: Edgware, Tel 020 8958 1118

