



honeydell
ESTATE AGENTS

Honeydell Estate Agents – In-House Complaints Procedure

At Honeydell Estate Agents, we are committed to providing a professional and high-quality service to all our clients and customers. However, if something goes wrong, we want to hear from you so we can put matters right and improve our service.

How to Make a Complaint

If you have a complaint, please put it in writing and include as much detail as possible. Please send your complaint to:

Honeydell Estate Agents
377 Walderslade Road
Walderslade Village
Chatham
Kent
ME5 9LL

Telephone: 01634 200279

Email: info@honeydell.co.uk

We will respond in accordance with the timeframes set out below.

If you feel we have not addressed your complaint within eight weeks, you may refer the matter to the Property Redress Scheme without waiting for our final response.

What Happens Next?

Acknowledgement

We will acknowledge receipt of your complaint in writing within three working days, enclosing a copy of this procedure.

Investigation

Your complaint will be investigated by the Office Manager, who will review your file and liaise with the member of staff who dealt with you. A formal written response will be sent within 15 working days of receiving your complaint.

Review Stage

If you remain dissatisfied, you may request a further review by a senior member of staff.

Final Viewpoint

We will provide our final response within 15 working days of receiving your request for a review.

Independent Redress

If you are still not satisfied with our final viewpoint, or more than eight weeks have passed since your complaint was first made, you can request an independent review from The Property Redress Scheme.

The Property Redress Scheme

Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH
Tel: 0333 321 9418
Email: info@theprs.co.uk
Website: www.theprs.co.uk

Important Information

You must refer your complaint to The Property Redress Scheme within 12 months of receiving our final viewpoint letter.

The Property Redress Scheme requires that all complaints are first addressed through our in-house complaints procedure before being considered for an independent review.