

## **COMPLAINTS PROCEDURE for K Lettings Ltd t/a masonbryant lettings**

6 Gildredge Road, Eastbourne, BN21 4RL

t: 01323 64 65 64

e: [lettings@masonbryant.co.uk](mailto:lettings@masonbryant.co.uk)

\*Please note all complaints regarding **CMBT Properties Ltd t/a masonbryant sales** should contact Katy Tsigarides, masonbryant at 49 Eastbourne Road, Pevensey Bay, BN24 6HL. Telephone 01323 766 331. e-mail: [sales@masonbryant.co.uk](mailto:sales@masonbryant.co.uk)

### 1) **Overview**

We aim to provide as complete and professional service as possible to all clients and in all areas of our work. However, there may be occasions when a client or customer feels he or she wishes to complain about our service. This document sets out the procedure which should be followed to enable your complaint to be dealt with in a timely, orderly and professional manner. Copies of this document are readily available within our offices.

### 2) **Please Contact Us First**

Please contact us by telephone on 01323 64 65 64, or by e-mail to [lettings@masonbryant.co.uk](mailto:lettings@masonbryant.co.uk) or in writing to masonbryant 6 Gildredge Road, Eastbourne, BN21 4RL stating the nature of your query or complaint. We will confirm receipt of your initial complaint in writing within 3 days. We will then respond within 15 days of receipt of the original complaint, giving our understanding of the case and responding directly to your concerns. You will of course be welcome to respond further if your complaint remains unresolved.

### 3) **If That Doesn't Work**

If your complaint remains unresolved to your satisfaction, then please detail all of your concerns **in writing** addressed to Kay Smith for all Lettings department matters (K Lettings Ltd t/a masonbryant) to masonbryant 6 Gildredge Road, Eastbourne, BN21 4RL. You should refrain from contacting the member of staff of whom the complaint concerns and contact Kay Smith where possible. A full investigation and examination of the circumstances will be instigated, and you will be informed of the outcome and our final position within 15 days of receipt of your written complaint. Our final review statement will be sent to you and this will include how you can refer your complaint to the Property Ombudsman.

### 4) **If You Feel That Your Complaint Is Still Valid And Hasn't Been Resolved**

If you remain dissatisfied with our response, you may **at any time** refer the matter to The PRS (The Property Redress) whose details are printed on the page overleaf. They will investigate the matter. As part of our membership with UKALA (The UK Association of Letting Agents) we are bound by the rules of the PRS scheme and will accept their decision. There is however a 12 month timescale for referring complaints to the PRS from the date of masonbryant final review statement.

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**The Property Redress Code**

1st Floor, Premiere House, Elstree Way,  
Borehamwood WD6 1JH  
t: 0333 321 9418  
e: info@theprs.co.uk  
<https://www.theprs.co.uk/ContactUs>

Who are the PRS?

*The Property Redress Scheme is a consumer redress scheme authorised by the Department for Communities and Local Government (“DCLG”) and by the National Trading Standards Estate Agency Team to offer redress to consumers of Lettings, Property Management and Estate Agents. It is also open to other Property Professionals to show they are committed to providing excellent customer service and improving standards within their area of interest in the property industry.*

What do they do?

*A Redress Scheme is a scheme which allows consumers to escalate a complaint they have against the member of the scheme. The main purpose of the redress scheme is to resolve or settle unresolved complaints from consumers who have suffered a loss as a result of the actions of the member. It is an alternative to using the Courts and the complainant must have exhausted the Member’s internal complaints process before contacting the redress scheme.*