



Property Owl Estate Agents Complaints Procedure

We value the opinions of our customers and clients and are committed to providing a professional service at all times. If something does not go as well as expected we want to hear about it. In line with The Property Redress Scheme (PRS) Code of Practice our complaint handling procedure is outlined below:

1. In the first instance you should write to the partner agent, giving full details of your complaint. Once they have received your complaint, they will acknowledge receipt within 3 working days. An investigation will then be undertaken and you will receive a response to your complaint within 15 working days. If your complaint is with the partner agent you are working with then please proceed step 2.
2. If you are not satisfied with the response given by the Partner Agent, or the matter remains unresolved, you can escalate your complaint to the Managing Partner for our company's final viewpoint.

You can email us via complaints@propertyowl.co.uk or write to us at the following address:

Property Owl Estate Agents
Sandown Sports Park
More Lane
Esher
KT10 8AN

A final investigation will be undertaken at this point and a written response will be sent to you within 15 working days detailing our company's final viewpoint.

The Property Redress Scheme (PRS) requires that any complaint should be addressed through our Complaints Procedure prior to being submitted to them for their independent review.

3. If you remain dissatisfied with our company's final viewpoint you can then refer your case to The Property Redress Scheme for their review. Details of their complaints procedure and form can be found on their website www.theprs.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 0333 3219418 or write to them at the following address:

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

You have 6 months from the date of our last response to refer the matter to The Property Redress Scheme.

If you require any further details of the complaints procedure please do not hesitate to contact our head office.

Property Owl HQ
headoffice@propertyowl.co.uk