



CUSTOMER COMPLAINTS HANDLING PROCEDURE

For The Pennine Property Group

The Pennine Property Group Limited aims to provide the highest standards of service to all Landlords and Tenants, but to ensure that your interests are safeguarded, we offer the following:

If you have a complaint, please put it in writing addressed to Elizabeth Kitchen, the Managing Director including as much detail as possible to:

The Pennine Property Group Ltd
12 St Marys Street
Penistone, Sheffield, S36 6DT

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Redress Scheme to request an independent review;

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

You are required to provide your complaint to the Property Redress Scheme within 6 months of receiving communication from us.