

Complaints Procedure

1. Making a complaint

In the first instance your complaint should be directed in writing and if applicable including any photos that may highlight the issue to info@theumbrellahomes.co.uk. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation, and a full written response will be sent within 15 working days.

2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the Director of The Umbrella Homes explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to Property Redress via their website or at the following address:

7th Floor Corn Exchange,
55 Mark Lane,
London,
England,
EC3R 7NE

Phone: 0333 321 9418

Email: info@propertyredress.co.uk

Website: <https://www.propertyredress.co.uk/>

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to Property Redress.

4. What next?

You will receive written confirmation from Property Redress that your complaint form has been received. They will write to the branch, enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Redress office together with the response from the branch and a recommendation will be made to Property Redress who will then make a final decision which is binding upon the branch in question.