



Complaints Procedure

James Gorey LTD work with an affiliated network of independently owned and operated estate agencies who are licensed, by way of an agreement with us, to trade under the James Gorey Estate Agents brand.

Your relationship is directly with the Partner Agent. Each Partner Agent is a direct member of the PRS and as part of the agreement also have to meet minimum standards of customer service. As the owner of the Brand we monitor each Sub-contractor's performance against our own minimum standards and those of the PRS, in order to ensure excellent customer service and to protect the Brand.

1. Please write (by letter or email) to the Partner Agent with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any agency staff members you dealt with and enclosing/ attaching any supporting evidence.
2. The Partner Agent is required to acknowledge your complaint in writing (letter or email) within 3 working days of receiving it.
3. The Partner Agent will review your complaint and provide you with a formal written outcome of his/her investigation within 15 working days of receiving the complaint.
4. Should you not be satisfied with the Partner Agents response you may write to us at the address below and we will carry out a separate and detached review of your complaint resulting in a final view which will be sent to both you and the agency within 10 working days of the matter being escalated to us.
 - James Gorey, Managing Director, 20-22 Station Road, Sidcup, DA15 7EJ
 - Email: james@jamesgorey.com, Tel: 020 3633 7866
 - (all complaints must be in writing)
5. The Partner Agent will confirm to you within 24 hours of receiving our Final View whether they agree with the findings and, if applicable, any recommended offer from them to you.
6. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:
 - You have waited 8 weeks from the date of your written complaint to us for a response; and
 - It is still within one year from the last communication with you regarding this complaint

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Web: www.theprs.co.uk

Email: complaints@theprs.co.uk

By post at:

The Property Redress Scheme Premiere House, 1st Floor Elstree Way

Borehamwood

WD6 1JH