

We are committed to providing professional and the highest standards of service to all our customers and clients. This complaints procedure aims to safeguard your interests and provides the opportunity for any matter and/or dispute to be resolved and investigated appropriately.

If you have a complaint, please put it in writing, including as much detail as possible and email to office@gppmgroup.co.uk, we will respond in line with the timeframes set out below (*if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider without our final decision on the matter*).

1. Upon receipt of your complaint, it will be acknowledged within 3 working days, we will then thoroughly investigate your complaint and provide a reply within 15 working days, detailing the outcome of our investigation, we are committed to resolving matters quickly and efficiently to reach a satisfactory conclusion.
2. If, at this stage, you still remain unsatisfied, you should contact us again within 15 working days, and we will arrange for a separate review to be undertaken, we will write to you within 15 working days of receiving your request for a review, confirming our final decision on the matter.
3. If you continue to remain dissatisfied after the last stage of our in-house complaints procedure (or more than 8 weeks have elapsed since the first complaint was made) you can request an independent review from The Property Redress Scheme without charge.

Property Redress Scheme
Premiere House
Elstree Way
Borehamwood
Herts, WD6 1JH
Tel: 0333 321 9418
Email: info@theprs.co.uk
Website: www.theprs.co.uk

The PRS will not consider your complaint until you have exhausted our internal complaints procedure or have failed to receive a response from us after 8 weeks.