

Complaints Handling Procedure

At Payinless, we always strive to deliver a high standard of service. However, we understand that there may be times when you feel we have not met your expectations. If this happens, we want to hear from you so we can put things right where possible and continue to improve our service.

If we've already discussed your concerns and haven't been able to resolve the issue to your satisfaction, you can make a formal complaint by writing to:

The Director

Fatima Giga

Payinless Property Management Limited

Director@payinless.co.uk

Please include the following information and any relevant evidence to help us investigate:

- A clear explanation of your concerns and why you believe our service has fallen short
- What outcome you are seeking
- Any supporting details, including:
 - Names of any team members you have spoken with
 - Date(s) and time(s) of relevant conversations or incidents
 - Contact details you've used (e.g. phone numbers, emails)
 - Any documents relating to your concerns

We will acknowledge receipt of your complaint within **3 working days**.

We will then review the points you have raised and aim to provide a full written response within **15 working days** from the date of acknowledgement. If we need more time to investigate, we will write to you with an explanation and let you know when to expect our full response.

Once we issue our final written response, we may consider the matter closed. Any further correspondence relating to the same issue may be kept on file but may not receive a response.

If you remain dissatisfied after receiving our final response, or if eight weeks have passed since you submitted your written complaint and you have not received a response, you may refer the matter to the **Property Redress Scheme (PRS)**.

The PRS is a government-approved redress scheme, and its service is free for consumers.

Property Redress Scheme

Limelight, 1st Floor, Studio 3

Elstree Way, Borehamwood

Hertfordshire WD6 1JH

Tel: 0333 321 9418

Email: complaints@propertyredress.co.uk

Website: www.propertyredress.co.uk/consumer

You must refer your complaint to the PRS within **12 months** of our last communication with you regarding the matter.