

COMPLAINTS PROCESS

FOR INVENTORY WORK CARRIED OUT BY AAH Management Ltd. (T/A Adept Property Services)

Our aim is to provide a first-class service and to do everything we can to ensure our clients are satisfied within the framework of our independent role, and within our accreditation, membership and insurance guidelines.

If you feel that we have fallen short of this standard and you wish to complain please call us on **01794 885769** or email us at **sales@adeptproperty.co.uk** with a brief explanation of your complaint and we will attempt to resolve the matter without delay. Please ensure you contact us **within 2 days** of receipt of the relevant Report, or **within 2 days** of the relevant service being carried out. *Please note, if we were booked via a Letting Agent or Property Management Company please contact them in the first instance as opposed to us.*

If you remain unhappy with the way your complaint has been dealt with we ask that **within 2 days** of the above, you email us at **sales@adeptproperty.co.uk** detailing the following:

- The relevant property address.
- The type of assessment carried out together with the date of assessment.
- An outline of your complaint explaining why you are not satisfied with our service.
- Where appropriate any evidence or supporting material in electronic form.
- What you would like us to do to resolve it.

Upon receipt of the above email we will acknowledge your complaint **within 3 days** of receipt. We will then fully investigate the issue(s) you have raised and respond to you by email **within 10 days**, providing a response and/or resolution. If we are unable to meet these deadlines we will provide an explanation as to the delay together with an estimate of when a full response/resolution to your complaint will be made. After our final response and/or resolution we may deem the complaint closed and we reserve the right not to enter into any further correspondence.

If you are still dissatisfied with our offer to resolve the matter, or in the resolution itself, please escalate your complaint to the **AiIC (Association of Independent Inventory Clerks)**. This should be done using the online form on their website **www.theaiic.co.uk**. *Please ensure your complaint is escalated to them within 30 days of the relevant property assessment.* The AiIC committee will then investigate your complaint and all parties will be informed of the committee's findings **within 14 days**.

If you are still dissatisfied with the responses received, and you have exhausted both our own and the AiIC complaints procedures, you can contact the **PRS (Property Redress Scheme)** to ask them to investigate your complaint. To do this you must have waited **at least 2 months** from the date of detailing your complaint in full to us, whilst ensuring it is still **within 6 months** of our last communication with you regarding this complaint. To lodge a complaint with the PRS please complete the form on their website **www.theprs.co.uk**. Alternatively, they can be contacted by email at **info@theprs.co.uk**, or by post to The Property Redress Scheme, Ground Floor, Kingmaker House, Station Road, New Barnet, Herts, EN5 1NZ.

Please note that both the AiIC and PRS are free to use for the complainant.