



Buchanan Mitchell

Buchanan Mitchell Ltd
5 Foundry Yard
New Row
Boroughbridge
York
YO51 9AX

COMPLAINTS PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. The person that has been appointed in this office to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below :-

Mrs G Buchanan MRICS / Mrs D Mitchell
Buchanan Mitchell Ltd
5 Foundry Yard
New Row
Boroughbridge
York

YO51 9AX

T: + 44(0) 1423 360055

M: + 44(0) 7966686459/ T: + 44(0) 7855442941

E: gbuchanan@buchananmitchell.com / dmitchell@buchananmitchell.com

2. Where your complaint is made orally you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and let you know what actions have or will be taken.
5. If the complaint has still not been resolved to your satisfaction we agree to the referral of your complaint to:

Property Redress Scheme

1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH

<https://www.theprs.co.uk/>

- T: [0333 321 9418](tel:03333219418)
- E: info@theprs.co.uk

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