

Complaints Procedure

Fisks Estate Agents Limited & Fisks Letting Agents Limited

Fisks Estate Agents Limited and Fisks Letting Agents Limited are committed to delivering a high standard of service. If you are dissatisfied with any aspect of our service, we encourage you to let us know so we can investigate and resolve the matter promptly and fairly.

Stage 1 – Initial Complaint

All complaints should be submitted in writing (by email or post) to:

Iain McTaggart

Fisks Estate Agents Limited / Fisks Letting Agents Limited

Email: ian.mctaggart@fisksestateagents.co.uk

Please include your full name, contact details, property address (if applicable), and a clear description of your complaint.

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

We will investigate your complaint and provide a formal written response within **15 working days**. If we require additional time, we will inform you and confirm a revised response date.

Stage 2 – Internal Review

If you remain dissatisfied with our Stage 1 response, you may request a further review. This must be done within **14 days** of receiving our response.

Your complaint will be reviewed by a senior member of staff not directly involved in the original matter, where possible.

We will provide a final written response within **15 working days** of receiving your request for a review.

Stage 3 – Independent Redress

If you are still not satisfied after receiving our final response, or if more than **8 weeks** have passed since you first raised your complaint, you may refer your complaint to an independent redress scheme.

Depending on the service provided, complaints can be referred to one of the following:

The Property Redress Scheme (PRS)

Website: www.theprs.co.uk

Email: info@theprs.co.uk

Telephone: 0333 321 9418

You must refer your complaint to the relevant scheme within **12 months** of receiving our final viewpoint letter.