

Complaints Procedure

Effective Date: [Insert Date]

At **Star Property Partners**, we are committed to providing a professional, transparent and high-quality service to all of our clients.

If, for any reason, you are dissatisfied with our service, we want to know. We take all concerns seriously and will do everything we reasonably can to resolve them fairly and promptly.

Our Commitment

We believe that every successful partnership is built on trust, honesty and open communication.

If something hasn't met your expectations, we encourage you to tell us so that we have the opportunity to put things right.

Stage 1 – Contact Us

In the first instance, please contact us with details of your complaint.

Please include:

- Your full name
- Your contact details
- A clear description of your complaint
- Any relevant dates or supporting information
- The outcome you are seeking

You can contact us by:

Email: [Insert Email]

or

By Post:

Star Property Partners

[Insert Business Address]

Stage 2 – Acknowledgement

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

If we require any additional information to investigate your concerns, we will let you know as soon as possible.

Stage 3 – Investigation

Your complaint will be investigated thoroughly and fairly.

We aim to provide a full written response within **15 working days**.

If the investigation is likely to take longer, we will explain why and keep you informed of our progress.

Stage 4 – Final Response

Once our investigation has been completed, we will send you our final written response explaining:

- Our findings
- Any action we have taken
- Any proposed resolution (where appropriate)

Our aim is always to resolve complaints quickly, fairly and amicably.

Property Redress Scheme

If you remain dissatisfied after receiving our final response, or if **8 weeks** have passed since you first raised your complaint and it has not been resolved, you may refer your complaint to the **Property Redress Scheme (PRS)**, provided your complaint falls within their remit.

The Property Redress Scheme is an independent government-approved redress service that considers complaints relating to property professionals.

Further information can be found on the Property Redress Scheme website.

(You could make "Property Redress Scheme" a link to their website when you build the page.)

Continuous Improvement

We view feedback as an opportunity to improve.

Every complaint is reviewed carefully so that we can continue to enhance the service we provide to our investors and partners.

Making a complaint will never affect the way we work with you. We welcome honest feedback and are committed to resolving concerns fairly, professionally and with respect.