



Uniek Residential Complaints Procedure

1. Purpose

Uniek Residential aims to provide a professional, fair, and transparent service to all service users, including landlords, tenants, and prospective tenants. We take complaints seriously and aim to resolve them promptly and fairly.

2. Scope

This procedure applies to all complaints relating to the letting and property management services provided by Uniek Residential.

3. What is a Complaint?

A complaint is any expression of dissatisfaction about our services, conduct of staff, processes, or third-party contractors instructed by us.

4. How to Make a Complaint

Complaints must be made in writing by email or post and should include the complainant's contact details, property address (if relevant), details of the complaint, and any supporting evidence.

5. Stage 1 – Initial Review

Complaints will be acknowledged within 3 working days and investigated by a senior member of staff. A written response will be provided within 10 working days.

6. Stage 2 – Formal Review

If dissatisfied, the complainant may request a formal review within 10 working days. A final written response will be issued within 15 working days.

7. Redress

If a complaint remains unresolved following completion of our internal process (Stages 1 and 2 above), it may be referred to The Property Redress Scheme, of which Uniek Residential Limited is a member (Membership No: PRS019116).

The Property Redress Scheme can be contacted as follows:

Property Redress Scheme, Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood, Hertfordshire
WD6 1JH

Telephone: 0333 321 9418

Email: info@theprs.co.uk

Website: www.theprs.co.uk

8. Record Keeping

Records of complaints and outcomes are retained for a minimum of 3 years.

9. Review

This policy is reviewed annually or in line with regulatory changes.