

Plymouth Block Management - Complaints Procedure

All our people have the authority to do the right thing. Like any business, we have a structure and if you are not satisfied we need to get the right person to resolve this for you.

Issues are also fed back to our weekly meeting to ensure continual improvement is debated across the company so that we may find the learning loop that really works.

Here's what will happen to your concern:



We will let you know which person or department is responsible for finding a solution, to ensure an absolute focus on 'immediate resolution'.

If the complaint has still not been resolved within 8 weeks of it being made you can then take it onto an independent review at: PRS (Property Redress Scheme), contactable at:

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

Email: info@theprs.co.uk
Property Redress Scheme,
Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH

Phone: 0333 321 9418