

Complaints Procedure

In the light of our commitment to Customer Service, and in accordance with guidelines of our membership of The Guild of Property Professionals, PropertyMark and The Property Redress Scheme, we are pleased to offer the following official complaints procedure.

If you have a complaint, which has not been satisfied at local office level, please follow the procedure set out below.

(1) Charlie Maloney, Company Director, has been appointed to deal with complaints and you should write to him marking your letter Private & Confidential at the following address: Berkleys, 28 Mottingham Road, Mottingham, London, SE9 4QW or email charlie@berkleyspg.com.

(2) Whilst every effort would be made to satisfy your complaint orally, investigations into each matter, possibly with several individuals, do require that complaints are made in writing in order that a full reply can be made. Berkleys will always try and satisfy your complaint directly as efficiently as possible. This is of course in both our interests.

(3) On receipt of your written summary of the complaint, we will contact you within three working days to acknowledge receipt and inform you of our understanding of your complaint. You will be given the opportunity to respond with any additional comments you may have in relation to this.

(4) Within fifteen working days of receipt of your written summary, you will be written to by the person dealing with your complaint and informed of the result of the investigation into your complaint and what actions have been or will be taken.

(5) If during the intervening period negotiations follow to try and resolve the complaint then the 15 day period for a final reply can be extended by mutual written agreement.

(6) Berkleys are members of the The Property Redress Scheme at 1st Floor Studio, Property Redress Scheme, Limelight, 3 Elstree Way, Borehamwood, WD6 1JH and should we be unable to satisfy your Complaint you are able to contact them direct once this complaints procedure has been exhausted for arbitration, which is a free to use service, and Berkleys must abide by their decision. PRS will only consider complaints raised with them within 12 months of your last communication with Berkleys.

t: 02037 450 820

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