



Complaints Handling & Dispute Resolution Procedures

PRS Property
Redress
Scheme



ico.
Information Commissioner's Office

HIDE HOMES COMPLAINTS HANDING & DISPUTE RESOLUTION PROCEDURE

The Procedure

Please note that the resolution process is a written one, ensuring that all correspondence with both parties is clearly recorded.

Notes for the Guidance of Consumers

We are members of the Property Redress Scheme (PRS) and we aim to provide the highest standards of service to all our clients and other parties. It is a condition of our membership of the Scheme that any issues or disputes are dealt with through our own internal procedure. This provides the opportunity for matters to be resolved before the need to refer to PRS arises.

To ensure that your interests are safeguarded, any disputes are initially dealt with by us. If your dispute is not resolved to the mutual satisfaction of all parties you can approach PRS, who will provide an independent review and assessment of the dispute.

The Procedure

Stage 1

If you have an issue or dispute against us, please provide a written summary to the background of the problem(s) and confirm the name of the individual with whom you dealt. Your summary should be addressed to Hide Homes which you have the dispute. Your written communication will be acknowledged immediately, and you will be given a time-scale within which a formal written response will be sent. The formal written response will inform you of the outcome of the initial investigation and any actions taken or to be taken. If you are not satisfied with the initial outcome of our investigation, you will be provided with the opportunity to have the matter reviewed by the company director.

Please provide a copy of your written summary with a covering letter requesting further investigation. Remember to also include copies of all your correspondence to the office:

Client Care - Hide Homes
7 Bell Yard, London WC2A 2JR
Email: info@hidehomes.com

Stage 2

If you are dissatisfied with the final findings you are at liberty to have the matter referred to PRS, whose contact details are supplied below. You are also entitled to have your dispute referred to PRS should Hide Homes fail to deal with it expeditiously i.e. within eight weeks of the date of written notification to Hide Home

PLEASE NOTE: Disputes between landlords and tenants are not covered by the procedures outlined above. However, as the agent we would hope to be in a position to assist both Parties to resolve any issues, even though there may be no obligation on our part to do so. Contact details for the Property Redress Scheme: Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH. Telephone: 0333 321 9418, Email: info@theprs.co.uk

www.hidehomes.com

7 Bell Yard, Strand, London, WC2A 2JR

