



90 Coventry St, Kidderminster, DY10 2BH Tel: 01562 744122
Director: Sarah L. Bagley Company Secretary: Nicola J. Edwards

Complaints procedure

You may find below our guidance for making a complaint in relation to:

Bagleys Residential Sales Ltd- Estate Agency

This would be if you are buying or selling a property.

Bagley Rentals Ltd- Residential Lettings & Property Management

If you are a tenant renting a property or landlord renting your property let only or with our property management service.

Our Customer Complaints Procedure

We are a member of The Property Redress Scheme (PRS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

Making a complaint

Stage One - Director Sarah Bagley

All complaints should, in the first instance, be directed to the managing director. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

Stage Two - The Property Redress Scheme

If you are not satisfied with the proposed resolution, you may approach The Property Redress Scheme (PRS).

Details of how to do this can be found at www.theprs.co.uk/complain

Please note that if you do wish to contact The Property Redress Scheme (PRS), you must do so within 12 months of the date of the incident.

The Property Redress Scheme

1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH

Tel: 0333 321 9418

www.theprs.co.uk

Membership Details

Bagleys Residential Sales Ltd: PRS009595

Bagley Rentals Ltd: PRS009595

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Your Agent is a Member of the
PRS
Property Redress Scheme



If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

Before raising a complaint, make sure you have:

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to investigate and resolve
3. Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government authorised Consumer Redress Scheme for Lettings, Property Management and Estate Agents and other Property Professionals

0333 321 9418
Info@theprs.co.uk
.theprs.co.uk
@PropertyRedress

Authorised by

Department for
Communities and
Local Government

NATIONAL
TRADING
STANDARDS
Estate Agency Team
Protecting Consumers
Safeguarding Businesses