

# UPTONS

Sales & Lettings

## Our Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If something goes wrong, please let us know so we can continue to improve our standards.

## How to Make a Complaint

If you have a complaint, please submit it in writing to [info@weareuptons.co.uk](mailto:info@weareuptons.co.uk) with as much detail as possible. We will acknowledge receipt within three working days and provide a copy of our complaints procedure.

We will then investigate your complaint, typically handled by the office manager, who will review your file and speak with the staff member involved, if applicable. You will receive a formal written response within 15 working days of our acknowledgement letter.

If you are not satisfied with the outcome, you may request a further review by a senior member of our team. We will provide our final response within 15 working days of receiving your request.


## Independent Review

If you remain dissatisfied after completing our in-house complaints process (or if more than eight weeks have passed since your complaint was first made), you can request an independent review from **The Property Redress Scheme** at no cost.

## Contact Details:

### Property Redress Scheme

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

 0333 321 9418

 [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)

## Important Information

- Complaints must be referred to The Property Redress Scheme within **12 months** of receiving our final response.
- The scheme requires that all complaints go through our in-house process before being considered for independent review.

We appreciate your feedback and are committed to resolving any issues fairly and efficiently.