

# Complaints Procedure

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## Our commitment:

We are committed to providing the highest level of service and concerns raised about the level of our service or any dealings with you are taken seriously. We aim to resolve issues promptly, and where appropriate, improve our services. If you feel that we have not met the expected standards and wish to raise a complaint in respect of professional advice, our service or an employee of PACT Property and Assets Ltd the Complaints Procedure set out in this document has been established to try to resolve your complaint as quickly as possible.

## Complaint Correspondence:

**Complaint Manager:** Debbie Sams (Operations Director) E: [debbie.sams@pactproperty.co.uk](mailto:debbie.sams@pactproperty.co.uk)  
**Address:** Phoenix Mill, Phoenix Works, London Road, Thrupp, Stroud, Gloucestershire GL5 2BU

## Process:

1. We encourage matters of concern be raised at the time an issue occurs with your primary contact in order that the matter can be dealt with in good time and brought to a satisfactory conclusion. However in the event that the matter cannot be resolved your complaint should be made to the firms Complaint Manager.
2. Your complaint may be made either verbally or in writing, but verbal complaints must be confirmed in writing and no action will be taken until the written complaint is received.
3. The Complaint Manager will acknowledge your written complaint within five working days of receipt of written complaint and will commence an internal investigation of the case.
4. A written statement of our findings and/or a statement of further action will then be submitted to the complainant within 15 days of the date of our acknowledgement of the complaint.
5. If complainants are dis-satisfied with such a response they must reply within 5 working days with a full explanation of the reasons for their dis-satisfaction.
6. If appropriate we will then refer the complainant to our external procedure.

## Redress

If we are unable to satisfy the complainant that their complaint has been rectified, we will use the services of the Centre for Effective Dispute Resolution (CEDR) for Surveying Disputes at 70 Fleet Street, London, EC4Y 1EU. Tel: 020 7536 6116.