



What to do if you
have a complaint

Your Feedback



We welcome your feedback as Peach Property Management aims to provide the highest standards of service to all our customers; however we understand that sometimes things can go wrong and you may feel we have not met your needs in a way that is satisfactory to you. If that should happen then please contact our Customer Service Team or your Property Manager.

By Telephone  01296 633700

By Email  admin@peachmanagement.co.uk

By Post  Peach Property Management Ltd, 50 Aylesbury Road,
Aston Clinton, Aylesbury, Buckinghamshire, HP22 5AH

Our Complaints Procedure



Stage 1

Stage 1

You can telephone, our staff who will register your complaint and they will aim to resolve the matter in a timely manner



Stage 2

Stage 2

If you are unhappy with the response to your complaint then please write or email to the Team Manager who will review your complaint



Stage 3

Stage 3

If we are unable to resolve your complaint to your satisfaction then you can seek an independent review of our procedure

Stage 1



Our aim is to provide you with a service that we believe is to the highest standard and that we have done everything to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we would ask that in the first instant you contact our Customer Service Team and explain that you are dissatisfied with an aspect of the service you have received.

If you remain unhappy with the way your complaint has been dealt with after speaking to the Customer Service Team then you should look to Stage 2 of our complaints procedure.

By Telephone  01296 633700

Stage 2



If you remain unhappy with the way your complaint has been dealt with after speaking to the Customer Service Team then you should set out your complaint in writing to:

By Post  Peach Property Management Ltd, 50 Aylesbury Road,
Aston Clinton, Aylesbury, Buckinghamshire, HP22 5AH

or

By Email @ admin@peachmanagement.co.uk

Stage 2 continued



In order to resolve your complaint, we would ask that you include the following information and supporting evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our service commitment to you
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint; including, but not limited to:
 - Names and advisors you have spoken to in connection with your complaint
 - Time(s) and Date(s) of the incidence(s)
 - Telephone number(s), email(s) and or address(es) you have used to contact us
 - Any written correspondence in connection with your complaint
 - Any document in support of your complaint

Once we have received your written complaint, this will be logged and you will receive an acknowledgement in writing either by post or email within three business days of its receipt. We will then fully investigate your complaint and respond to you accordingly.

In normal circumstances you will receive a response within 15 business days. If your complaint cannot be addressed within this timescale you will be provided with reasons why we could not meet this time frame and provide you with an estimate of when our full response will be received by you.

On completion of our final written response, the complaint may be deemed as closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

Stage 3



We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and you have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must have first carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 6 months from our last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Members response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

Stage 3 continued




In order to make a complaint, please contact the property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form.

Please note that the Property Redress Scheme cannot deal with complaints about perceived value for money, which (for leasehold properties only) would need to be considered by the First Tier Tribunal of the Property Chamber in England or a Leasehold Valuation Tribunal in Wales. The Property Redress Scheme does not deal with any complaints that are subject to court proceedings or which they consider to be malicious or unjustified.

The Property Redress Scheme contact details are as follows:

Website  www.theprs.co.uk

By Email  info@theprs.co.uk

By Post  [The Property Redress Scheme, Kingmaker House, Station Road,
New Barnet, Hertfordshire, EN5 1NZ](#)

