

It is important to make your customers aware of your complaint process and the fact that you are a member of the Property Redress Scheme.



Here are some of the things to consider:

- 1 Is your complaints process viewable online?
- 2 Is your complaints process written into your agreements provided?
- 3 Is your complaints process available to take away from the office?
- 4 Are you showing your Property Redress Scheme window sticker?
- 5 Is your Property Redress Scheme logo on your website?
- 6 Does the logo link to the Property Redress Scheme website?
- 7 Have you given your customers the Property Redress Scheme Leaflet?
- 8 Do you have your Property Redress Scheme membership certificate?

All of these things are important to ensure that you have given your customers everything they need.

If you would like help with any of the above, including drawing up your own Internal Complaints Procedure, then contact us and we would be happy to help.