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TOR



ESTATES

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TOR ESTATES COMPLAINTS PROCEDURE

At Tor Estates we pride ourselves on our high levels of customer service. However, occasionally things do go wrong, and you may feel that you want to complain.

MAKING A COMPLAINT

The aim of the complaints procedure is to resolve any issues or concerns as quickly as possible to ensure that we are providing the service that we set out to do.

STAGE ONE – DEPARTMENT DIRECTOR

In the first instance, all complaints should be directed to the Director of the department you have been dealing with. Your complaint will be acknowledged within three working days from receipt and the Department Director will endeavor to resolve your complaint as soon as possible and within fifteen working days from receipt.

- Tor Estates – Neil Kite – neil.kite@torestates.co.uk
- Tor Lettings – Melanie Brown – mel@torestates.co.uk
- Tor Finance – Gavin Sweeney – gavin.sweeney@torestates.co.uk

STAGE TWO – DIRECTOR/OWNER

If you remain dissatisfied, you may then further your complaint. Your complaint must be in writing to one of the three Directors/Owners of the Tor Estates Group.

You must write to them within one month of receiving a response from the Department Director. Upon receipt of your letter your complaint will be reviewed and we will provide you with a full written response within fifteen working days.

STAGE THREE – THE PROPERTY REDRESS SCHEME

After you have received your response from a Director/Owner of the Tor Estates Group, you may approach The Property Redress Scheme (PRS) if you are not satisfied with the response given. Details of how to do this can be found online at www.theprs.co.uk

Should you wish to contact The Property Redress Scheme, you must do so within twelve months of the date of the final written response. The Property Redress Scheme will not consider your complaint until our internal complaints procedure has been completed.

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