



cleddau
properties

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info@cleddauproperties.co.uk

cleddauproperties.co.uk

As a SAFE Agent accredited firm, Cleddau Properties Ltd aims to provide the highest standards of service to all landlords and tenants, but if you have a problem relating to the service you have received please discuss this as soon as possible with us. Our aim is to deal with your problem sympathetically, fairly and quickly.

- If you believe you have a grievance, please write in the first instance to

Mrs Jennifer Harvey
Cleddau Properties Ltd
Whetstone House
Taylors Lake
Pembroke
SA71 5ER

info@cleddauproperties.co.uk

Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint as above

- Your grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in house” procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Phone: 0333 321 9418

E-mail: info@theprs.co.uk

PLEASE NOTE THAT ANY REFERRAL TO THE PROPERTY REDRESS SCHEME MUST BE MADE WITHIN 6 MONTHS OF OUR CONCLUSION

Whetstone House, Taylors Lake,
Pembroke SA71 5ER

