Tel: 01823 325250 E-mail: lettings@gibbinsrichards.co.uk

Registered Address: 4 King Square, Bridgwater, Somerset, United Kingdom, TA6 3YF

Branch Address: 50 High Street Taunton   Somerset TA1 3PR

GIBBINS RICHARDS LETTINGS COMPLAINTS PROCEDURE

At Gibbins Richards Lettings, 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 deliver.

STAGE ONE – Hannah Isaac

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

Hannah Isaac
lettings@Gibbinsrichards.co.uk

STAGE TWO – DIRECTOR/OWNER

If you remain dissatisfied, you may escalate your complaint further. Your complaint must be in writing to one of the Owners of the GIBBINS RICHARDS GROUP.

nick.maddocks@gibbinsrichards.co.uk
ben.grant@gibbinsrichards.co.uk

You must write to them within one month of receiving a response from the Lettings Department. 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 GIBBINS RICHARDS 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.