

HOW TO MAKE A COMPLAINT

Our aim is to always provide you with excellent service. However, we do understand things can sometimes go wrong. If this happens, we will do our best to resolve your concerns as quickly as possible.

If you have an issue with any aspect of our service, please raise this with department concerned. Alternatively, you can raise your concerns with us, either in writing or by telephone.

Complaints

Wishtower Ltd.

23 Marshall Road

Eastbourne

East Sussex, BN22 9AD

Telephone: 01323 312121

Email: info@wishtower.com

Our complaints process

Stage One: Acknowledgement

We will acknowledge your complaint in writing, by letter or email, summarising our understanding of your concerns, within 7 working days. There may be times where it is easier for us to call you to make sure we fully understand all of the issues you are raising. Again, we will do this within 7 working days.

Stage Two: Investigation

Your complaint will be looked after by our Complaints Team, who will conduct an independent and impartial investigation.

Stage Three: Response

Once we have completed our investigation into your complaint, we will issue a final response letter to you. This letter will be sent out within 8 weeks of receiving your complaint and will detail our findings and advise of any further action we may choose to take. This is the final stage of our complaints process.

If, for any reason, we are unable to issue our final response within 8 weeks of receiving your complaint, we will write to you and explain why. We will also let you know when you can expect our final response.

What to do if you remain dissatisfied

If you are still not satisfied with our response after 8 weeks then you can take the matter up with an independent redress provider, without charge, as approved by RICS Regulatory Board.

We have chosen to use the following redress provider:

PRS (Property Redress Scheme)

Premiere House

1st Floor, Elstree Way

Borehamwood

Hertfordshire, WD6 1JH

Telephone: 0333 219 418

Email: info@theprs.co.uk

Website: www.theprs.co.uk