

Flying Keys Ltd - Complaints Procedure for Service Users

Flying Keys Ltd is committed to providing a high standard of service to all clients and customers, including prospective tenants (contract-holders), tenants (contract-holders), landlords, buyers and sellers. If something goes wrong, we want to know about it so we can put things right and improve our service.

1. How to Make a Complaint

If you wish to make a complaint, please contact us in writing with as much detail as possible:

- Email (Initial Complaint): lettings@flyingkeys.co.uk
- Email (Escalation): ryan@flyingkeys.co.uk
- Telephone: 01495 243473
- Post: Flying Keys Ltd, 107 High Street, Blackwood, NP12 1AD

Please include:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- What you would like us to do to resolve the issue

2. Stage 1 - Initial Complaint

Your complaint will be acknowledged within 3 working days of receipt. It will then be investigated by a senior member of staff who was not directly involved in the matter where possible. We aim to provide a full written response within 15 working days.

3. Stage 2 - Escalation

If you are not satisfied with the response at Stage 1, you may request that your complaint is reviewed by a Director. We will acknowledge your escalation within 3 working days and aim to provide a final written response within 15 working days.

4. Final Response

Once you have received our final response, or if 8 weeks have passed since you first made your formal written complaint and the matter remains unresolved, you may refer the complaint free of charge to the Property Redress Scheme (PRS).

Property Redress Scheme

Limelight
1st Floor, Studio 3
Elstree Way, Borehamwood
Hertfordshire
WD6 1JH

Website: www.propertyredress.co.uk
Online complaint portal: www.portal.propertyredress.co.uk
Email: info@propertyredress.co.uk
Tel: 0333 321 9418

5. Time Limits

You should raise your formal written complaint with Flying Keys within 12 months of the incident complained about. You must then refer the complaint to PRS within 12 months of the last communication from Flying Keys about the complaint, or from when Flying Keys should have responded. PRS will assess the complaint against its eligibility conditions in force at the time.

6. Additional Notes

- We will keep a written record of all complaints received.
- All complaints will be handled in a fair, transparent and timely manner.
- This procedure is available on request and can be provided in alternative formats if required.

7. Our Commitment

We take complaints seriously and use them as an opportunity to improve our service and ensure we are meeting the needs of all service users.