



stocktonflats

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Landlord Complaints Handling Procedure

Winkfield Properties Limited, trading as Stockton Flats, aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to the manager with whom you have contact at the office address above. If you deal with more than one manager please write to the manager most directly concerned with the grievance.
- The grievance will be acknowledged immediately, investigated thoroughly in accordance with established 'in-house' procedures, and a reply sent to you within seven working days of receipt of the letter.
- If you are dissatisfied with the result of the internal investigation, or the above timeline is not met, please write to Mr D Ferard, Director, again at the above address.
- If you are still not satisfied, we offer third-party arbitration between you and us through Property Redress Scheme. Information on their procedures can be found on their website <https://www.theprs.co.uk/>.