



**stocktonflats**

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## Public 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:

1. If you believe you have a grievance, please write (not email) in the first instance to the manager with whom you have contact at the address above.
2. The grievance will be acknowledged, investigated thoroughly in accordance with established in-house procedures, and a reply sent to you within ten working days of receipt of the letter.
3. If you are dissatisfied with the result of the internal investigation, or the above timeline is not met, please write to Mr D Ferard, again at the above address.
4. The grievance will be reviewed, and a reply sent to you within ten working days of receipt of the letter.
5. If you are still not satisfied, we offer third-party mediation between you and us through Property Redress Scheme. Information on their procedures can be found on their website <https://www.theprs.co.uk/>.