

COMPLAINT PROCEDURE

Communication is key to resolving any issue

At Estate Brothers we take pride in customers services. We endeavour to support you at every step of your journey with us. If, however, you feel that we have fallen short of your expectations, we will do whatever we can to resolve your issues and promise to be transparent in all dealings with you during this process.

Estate Brothers will act in accordance with the Complaints Procedure should you feel that you have cause for complaint about our service. Should you feel unhappy with the service you have received, please contact us on info@estatebrothers.co.uk

STEP 1

We love our customers, but accept that sometimes things can go wrong. If you are unhappy with any aspect of our service, please let us know and a member of our management team will contact you usually the same day; but, within 3 working days.

STEP 2

If the management team is unable to resolve your issue, we'll escalate your complaint to the Directors within Estate Brothers, who will personally acknowledge your complaint within 3 working days, review all documentation and correspondence and send a written outcome of the investigation within 15 working days.

STEP 3

If you are still not satisfied with the outcome, we will provide details of how to contact [The Property Redress Scheme](#), of which Estate Brothers is a member, who will be able to independently review your complaint and how we handled it. The Property Redress Scheme's decision will be treated as final.

Please rest assured we'll do our best to handle your complaint in a fast, fair and transparent way. We take all feedback seriously and use it to improve the service we provide.