



Greenleaf Property Services Complaints Procedure

Our Commitment

We are committed to providing a high standard of service to all our customers. If something goes wrong, we welcome the opportunity to put matters right. This complaints procedure explains how to make a complaint and how it will be handled.

Stage 1 – Making a Complaint

If you have a complaint, please put it in writing, giving as much detail as possible to help us investigate the matter fully including your name, contact details and address

Complaints should be addressed to:

Joe Jenkins- Branch Manager or Amelia Pavey for Lettings and Property Management Complaints
160 High Street, Rochester, Kent ME1 1ER
info@greenleaf-property.co.uk

We will acknowledge receipt of your complaint within 3 working days.

Stage 2 – Investigation

Your complaint will be investigated fully and impartially by a senior member of staff who has not been directly involved in the matter where and if possible. You will receive a written response within 15 working days of receipt of your complaint. Our response will explain any decisions reached and detail any remedies proposed.

If it is not possible to provide a full response within this timescale, you will be kept informed and advised of the reasons for the delay.

Stage 3 – If you remain dissatisfied

If you remain dissatisfied with the Stage Two response, you may request that your complaint be reviewed by a Director of the company. Requests for escalation must be made in writing within 10 working days of receiving the Stage Two response to;

Mr Robin Kundu, 160 High Street, Rochester, Kent ME1 1ER.
info@greenleaf-property.co.uk

A final written response will be issued within 15 working days of the escalation request.

Stage 4 – Independent Redress (Property Redress Scheme)

If you remain dissatisfied after we have completed our internal complaints procedure, or if we have been given up to 8 weeks to resolve your complaint and have not provided a final response, you may refer your complaint to our independent redress scheme.

160 High Street, Rochester, Kent ME1 1ER • info@greenleaf-property.co.uk • 01634 730672



Greenleaf Property Services is a trading name of Greenleaf Property Services Limited.

Registered Office 72 Priestfields, Rochester Kent ME1 3AB

Registered No: 06222461 England. VAT No: 908929091



Property Redress Scheme

Premiere House
1st Floor
Elstree Way
Borehamwood

Greenleaf Property Services is a member of the Property Redress Scheme (PRS)
Hertfordshire
WD6 1JH
Website: www.theprs.co.uk

Any complaint must be referred to the Property Redress Scheme within 12 months of:

- The date of our final written response, or
- The date of our last communication if no final response was issued.

The Property Redress Scheme provides an independent, impartial dispute resolution service and is free for consumers to use.

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