



Complaints Procedure

Stage 1

We will aim to resolve your complaint and deal with your concerns at the 1st point of contact. If you are still not satisfied, you can escalate your complaint in writing by post or email to: **connect@rynewproperty.com**

We will respond to your communication within 3 days of receipt. If you feel we have not addressed your concerns satisfactorily, you can escalate your complaint to stage 2. This can be done in writing by post or email to: **connect@rynewproperty.com**

Stage 2

The director will aim to respond to your complaint within 5 working days. If you are still not satisfied, they will arrange to meet with you, (if convenient) and go through your concerns.

Stage 3

If you are still unsatisfied with our response, you can escalate your complaint to the Property Ombudsman. This can be done anytime within 6 months after the conclusion of stage 2. We will always abide by the ombudsman judgment.

