

Complaints Process

We are committed to developing lasting relationships and ensuring that your experience with us is always exceptional. However, things don't always go to plan. If you are not happy about our service, we would really welcome the opportunity to put it right, as quickly and fairly as possible. Here are some steps to help.

1. Informal Resolution

We would recommend discussing your concerns directly with the individual concerned as many issues can be resolved quickly and productively.

2. Formal Complaint

If your issue has not been resolved, please submit your complaint in writing to the Directors, Bright Amber Property Management Ltd., The Oakley, Kidderminster Road, Droitwich, Worcestershire, WR9 9AY or by email to info@brightamber.co.uk. Please note we do not deal with complaints made over the telephone.

3. Acknowledgement

Once we have received written details of your complaint, we will contact you within three working days to acknowledge your complaint and advise you of what action(s) we will be taking. You will also be invited to make further comments relating to the circumstances leading to your complaint.

4. Investigation and Response

We will write to you within 15 working days of receiving your written complaint to inform you of the outcome of our initial investigation and advise you what action has been, or will be undertaken.

5. Further Review

If you remain dissatisfied with any aspect of the handling of your complaint you should contact Frances Holley and Sophia De La Fuente at the address shown above in order for us to further review the complaint.

6. Further Review and Response

You will receive a further written response within 15 working days from the date of receipt of your letter to inform you of the conclusion of this further review.

7. Referral to the Property Redress Scheme

If after this further review you still remain dissatisfied, you may refer the matter to the Property Redress Scheme. You must do so within 12 months of the date of our final response letter.

Details	Property Redress Scheme
Membership number	PRS057109
Website	https://www.propertyredress.co.uk/
Address	Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH
Email	info@propertyredress.co.uk
Phone	0333 321 9418

8. Record Keeping

We will maintain a written record of all complaints, responses and actions taken for a period of at least 6 years, in line with our data protection obligations and the PRS's requirements.

9. Review

This complaints procedure is reviewed annually to ensure compliance with current regulations and to improve client service standards.