



Garrison Property Services Ltd – Complaints Handling & Redress Procedure

Garrison Property Services Ltd is committed to providing a professional, fair, and transparent service to all our clients and customers. When something goes wrong, we need you to tell us about it so we can resolve the issue and maintain our standards.

This procedure applies to all customers using or seeking our letting and property management services, including:

- **Prospective Tenants** (applicants/enquirers)
- **Tenants & Contract-Holders**
- **Client Landlords**

How to Make a Complaint

If you have a complaint, please put it in writing with as much detail as possible:

- **By Email:** info@garrisonpropertyservices.co.uk
- **By Post:** Garrison Property Services Ltd, 63 Haslucks Green Road, Shirley, Solihull, B90 2ED
- **By Phone (Verbal Notifications):** 07907 656988
(Note: While verbal complaints are accepted, submitting in writing ensures all key facts, dates, and evidence are accurately logged).

Our Internal Complaints Process

Stage 1: Acknowledgment & Initial Investigation

- **Acknowledgment:** We will acknowledge your complaint in writing within **3 working days** of receipt.
- **Investigation:** A designated manager will review your file, investigate the circumstances, and consult any relevant parties.
- **Outcome:** You will receive a formal written response outlining our findings and proposed resolution within **15 working days** of our acknowledgment letter.

Stage 2: Internal Review (Final Viewpoint)

- **Escalation:** If you remain dissatisfied with our Stage 1 response, you may request an internal review within **28 days**.
- **Review:** A Senior Manager independent of the initial investigation will re-examine your complaint file in full.
- **Final Viewpoint Letter:** We will issue a formal **Final Viewpoint Letter** within **15 working days** of receiving your request for a review. This concludes our internal procedure.

Your Right to Independent Redress

If you are not satisfied with our **Final Viewpoint Letter**, or if **8 weeks** have passed since you first submitted your complaint and it remains unresolved, you have the right to refer your dispute to an independent redress scheme free of charge.

This right to external redress applies to **prospective tenants, tenants (contract-holders), and client landlords**.

Property Redress Scheme (PRS)

Garrison Property Services Ltd is a member of the Property Redress Scheme (PRS), a government-approved independent consumer redress body.

- **Website:** www.theprs.co.uk/complain
- **Telephone:** 0333 321 9418
- **Address:** Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Time Limits & Guidance: Any referral to the Property Redress Scheme must be made within **12 months** of receiving our Final Viewpoint letter.

Rent Smart Wales Reporting

If your complaint relates to a property in Wales and involves a potential breach of licensing conditions or the Rent Smart Wales Code of Practice (such as handling of tenancy documentation, property safety obligations, or licensing compliance), you may also report the licensee directly to Rent Smart Wales after allowing us the opportunity to resolve the complaint through our internal procedure.

- **Website:** www.rentsmart.gov.wales
- **Telephone:** 03000 133 344