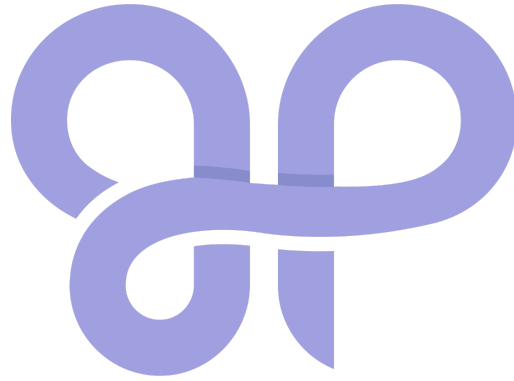




Garrison Property Services Ltd – Complaints Handling Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it so we can maintain and improve our standards.

If you have a complaint, please put it in writing with as much detail as possible, and we will handle it in line with the timeline set out below.

How to Make a Complaint

- **By Email:** lettings@garrisonpropertyservices.co.uk
- **By Post:** Garrison Property Services Ltd, 63 Haslucks Green Road, Shirley, Solihull, B90 2ED
- **By Phone (For verbal complaints):** 07907 656988
(Please note: While we accept verbal notifications, we prefer complaints in writing to ensure all details are recorded accurately).

Our Complaints Process

Stage 1: Acknowledgement & Investigation

- We will acknowledge your complaint in writing within **3 working days** of receiving it.
- Your complaint will be formally investigated by a designated manager who will review your file and look into the details.
- A formal written outcome of our investigation will be sent to you within **15 working days** of our acknowledgement letter.

Stage 2: Internal Review (Final Viewpoint)

- If you remain dissatisfied with our initial response, you can request an internal review within **28 days** of receiving our Stage 1 response.
- A senior manager will review your entire complaint file and issue a **Final Viewpoint Letter** within **15 working days** of your review request. This concludes our in-house procedure.

Independent Redress

If you remain dissatisfied with our Final Viewpoint letter, or if **8 weeks** have passed since you first made your complaint and it remains unresolved, you are entitled to refer the matter to our independent redress scheme free of charge:

Property Redress Scheme (PRS)

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

Please Note: Any referral to the Property Redress Scheme must be made within **12 months** of receiving our Final Viewpoint letter. The PRS framework primarily applies to consumer disputes; commercial

or business-to-business complaints may fall outside its jurisdiction and will conclude at our Final Viewpoint stage.

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