



COMPLAINTS HANDLING PROCEDURE

- If you believe you have a grievance, please write in the first instance to Ali Bilal Chiltern Hills Estate Agents at the address below:

19 Crendon Street, High Wycombe, Bucks, HP13 6LJ

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact Imran Shah who will review the complaint.

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- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood, WD6 1JH