



SLM Property Complaints Procedure

1. If you have a problem relating to SLM Property, please discuss this firstly verbally with either Sophie Potter-Mordant or Lance Mordant, as we will deal with your problem as soon as possible.
2. If your problem is not resolved, please put your complaint in writing and email it to either info@slmproperty.com or address it to SLM Property, 4 Dukes House, 5-6 High Street, Windsor, Berkshire, SL4 1LD.
3. Your letter should state why you are still dissatisfied and what further action you wish SLM Property to take to fully resolve your complaint. A letter of acknowledgement will be sent to you within 3 working days. It will also set out our understanding of your complaint and state when we will be able to reply in greater detail. You may be asked for additional information if this is required to assist in resolving the matter. We will then fully investigate your complaint and a formal written outcome of the investigation will be sent to you within 15 working days.
4. However, if you feel that your matter is not resolved to your satisfaction, you can write to the Property Redress Scheme, by using their complaint form www.theprs.co.uk/complain. *
5. The Redress Scheme will try to mediate and find an early resolution, but if the complaint proceeds to the Head of Redress, he will either amend or confirm the Proposed Decision as the Final Decision, which SLM is bound to adhere to.

For more information on how the Property Redress Scheme deals with complaints, please visit <https://www.theprs.co.uk/consumer/how-it-works>

* To be able to do this, you have to have allowed a minimum of 8 weeks for SLM Property to investigate the matter and respond fully, and after SLM Property's final response to the complaint or after the complainant has waited 8 weeks from sending the complaint letter and the Complainant has not received a response, a complaint can be referred to The Property Redress Scheme within 12 months of the formal letter of complaint being sent to SLM Property.

When completing the form, you must explain all the reasons why the complaint is being raised, the actions that have been taken and also include all relevant evidence. This must include the letter/email of complaint and if applicable SLM Property's final response. It may also include copies of other communications received from and sent to SLM Property including any settlements offered and relevant contracts/agreements and associated documentation.

There is no charge to the Complainant for raising the complaint with the Property Redress Scheme.

You can withdraw from the Property Redress Scheme complaints process at any point.