

## COMPLAINTS HANDLING PROCEDURE

### February 2023

Lex Allan prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

#### Making a complaint - Information for Customers

Lex Allan Limited is a member of National Association of Estate Agents (NAEA) and as such aims to provide the highest standards of service to all our customers. As part of our affiliation with the NAEA we are required to ensure that your interests are safeguarded by having a Complaints Handling Procedure in place which is part of a government organised redress scheme. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved internally.

#### Stage One - Write to the Company Principal (or via email)

Mr A D J Allan  
(Principal) Lex Allan  
The Auction House  
87/88 St Johns Road  
Stourbridge  
DY8 1EH  
[lex@lexallan.co.uk](mailto:lex@lexallan.co.uk)

He will acknowledge your complaint within seven working days of receipt and an investigation will be undertaken. A formal written outcome of the investigation will provide you with a final view written response within 21 days.

#### Stage Two - Refer to Property Redress Scheme

If, after you have received a response from the Principal, you are not satisfied with the position stated you may refer your complaint to The Property Redress Scheme. This referral will be free of charge to you as the consumer. Details of how to refer your complaint are contained on the website [www.theprs.co.uk](http://www.theprs.co.uk)

The PRS will not consider your complaint until our internal complaints process has been completed.

#### Stage Three - Refer to Propertymark

If you are not satisfied with the PRS adjudication you have an option to refer the matter for secondary independent adjudication to Propertymark within 6 months of the decision from PRS.

Details of how to refer your complaint are contained on the website [www.propertymark.co.uk/professional-standards/complaint](http://www.propertymark.co.uk/professional-standards/complaint)



#### Lex Allan Limited

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