

RDPG – Complaints 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. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider without our final viewpoint on the matter).

If you believe you have a grievance, please write in the first instance to our Management Team:
Email: hello@rdpg.co.uk

The grievance will be acknowledged in writing within 3 working days and then investigated thoroughly. A formal written outcome of the complaint will be sent to you within 15 working 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 the Managing Director:

Stephanie Reynolds

Email: stephanie.reynolds@rdpg.co.uk

She will review the complaint and, following the conclusion of our review, we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the review of the complaint, you can refer the matter to:

Property Redress Scheme
Premiere House
1st Floor, Elstree Way
Borehamwood
Hertfordshire
WD6 1JH
Tel: 0333 321 9418
Website: www.theprs.co.uk

Please note the following:

- You will need to submit your complaint to The Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- The Property Redress Scheme requires that all complaints are addressed through this complaints procedure before being submitted for an independent review.
- If neither RDPG nor the Property Redress Scheme has resolved your complaint satisfactorily, as RDPG is a Propertymark member, you can escalate the matter to them.
- Propertymark will investigate where there is evidence that the agent has breached their Conduct and Membership Rules.
- Download the Propertymark complaint form to begin – Disciplinary process | Propertymark