



Yes Sales & Lettings Ltd Complaints Procedure

At Yes Sales & Lettings Ltd, we strive to provide exceptional service at all times. However, we understand that occasionally issues may arise, and we are committed to addressing and resolving these concerns promptly and effectively. Our complaints procedure is designed to ensure that any issues brought to our attention are handled with professionalism, fairness, and transparency.

Lettings Complaints

The first step in the complaint process is to contact our company and specify which aspect of our service or procedure has left you dissatisfied, and outline your desired resolution. You may communicate this by sending a written correspondence to:

Yes Sales & Lettings Ltd
97 Wallasey Road
Wallasey
Wirral
CH44 2AA

Alternatively, you can provide comprehensive details of your concerns via email to Info@propertybyyes.co.uk.

What happens next?

We will send you written acknowledgement via email within three working days of receiving your complaint.

A manager within our residential lettings team will carefully review your concerns and conduct a thorough investigation into the matter.

We aim to provide you with a comprehensive response within fifteen working days from the date of acknowledging your complaint, whenever feasible.

In the event that additional time is necessary to thoroughly investigate your concerns, you will receive a written explanation for any delay.

If we do not receive a response from you within an additional eight weeks from our initial response, we will consider the matter resolved and close our file.

Still not happy?

Following receipt of our response, if you believe that your complaint has not been fully resolved, please inform us via email.

We will acknowledge the receipt of your email within three working days.

Your concerns will be reviewed by another member of the residential lettings team who was not involved in the initial assessment.

We will endeavour to provide a final response, whenever feasible, within fifteen working days from the acknowledgment of your request for further review. Should we be unable to respond within this timeframe, we will promptly notify you of the anticipated timeframe for addressing your concern. Additionally, we will inform you of your right to appeal to a third party.

If we are unable to resolve the matter to your satisfaction internally, you have the option to escalate it to:

Property Redress Scheme
Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH

Tel: 0333 321 9418
info@theprs.co.uk