

Complaints Process

Stage One

- Please contact our branch, in writing at info@kuavo.co.uk detailing specific concerns.
- You will receive an acknowledgement within 3 working days.
- Within 15 working days of the acknowledgement, you will receive a written outcome of the concerns highlighted. If we need longer to investigate, you will be made aware in writing.

Stage Two

In most instances, we anticipate successfully resolving issues during the initial stage of our process. Nevertheless, if your matter remains unresolved after the first stage, please do not hesitate to reach out to us once more. We will then organize a separate, independent review to address and resolve the issue promptly.

- Please contact our Operations Manager, Rose Mushrow, in writing at rose@kuavo.co.uk detailing specific concerns.
- You will receive an acknowledgement within 3 working days.
- Within 15 working days of the acknowledgement, you will receive a written outcome of the concerns highlighted. If we need longer to investigate, you will be made aware in writing.

Stage Three

If you still have concerns following the outcome of both stages or if more than 8 weeks have passed since the initial complaint, you may request an independent review from The Property Redress Scheme.

Please note the following from PRS;

We will only accept a complaint where:

- A complainant has followed the agent's formal complaints process.
- At least 8 weeks has been allowed for the agent to resolve the complaint.
- There is no response or no satisfactory resolution has been reached.

info@theprs.co.uk

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www.theprs.co.uk