



COMPLAINTS PROCEDURE

Urban Bricks Properties Limited

At Urban Bricks Properties, we value our contract holders and aim to deliver the highest standard of service. If you are dissatisfied with any aspect of the service you have received, please contact one of our agents, who will be happy to assist.

If you are requesting a service for the first time (for example, repairs), we kindly ask that you allow us the opportunity to address and resolve the issue.

If you are already in communication with an agent and the matter has not been resolved to your satisfaction, you may request that your concern be escalated to a team leader.

If you still wish to make a formal complaint, please follow the procedure outlined below.

COMPLAINT MANAGEMENT PROCESS

Our complaints procedure is designed to ensure concerns are handled efficiently, and that feedback helps us improve our services. Please follow this process:

Stage 1 - Submit your complaint

Please provide details of your complaint in writing, either by letter or email, to the admin team at:

hello@urbanbricks.properties

Unit 1, 163 Crwys Road
Cathays, Cardiff
CF24 4NH

Timescale:

Your complaint will be acknowledged within 3 working days of receipt. A formal written response addressing your concerns, along with any proposed resolutions, will be provided within 15 working days.

Stage 2 - Write to the Manager

If the issue remains unresolved and you are still dissatisfied, you may request a further review by contacting the Manager, Andrea, at:

Andrea@urbanbricks.properties

Timescale:

Your escalation will be acknowledged within 3 working days. An investigation will then be conducted, and you will receive a response within 15 working days of your request for review.

Stage 3 - Redress

If you remain dissatisfied after receiving our final viewpoint letter, or if more than 8 weeks have passed since your initial complaint, you may refer the matter to the Property Redress Scheme (PRS), of which we are a member. This service is free of charge.

You can write to:

Property Redress Scheme (PRS)
1st Floor Premiere House
Elstree Way
Borehamwood
WD6 1JH

Alternatively, you can submit your complaint online via the PRS website:

<https://www.portal.propertyredress.co.uk/Complain>

Timescale:

You must refer your complaint to PRS within 12 months of receiving our final viewpoint letter.