



## Athene Associates Internal Complaints Procedure

Our aim is to provide a first-class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we ask that you first telephone the person who has been your contact and explain that you are dissatisfied with an aspect of the service you have received.

If you still remain unhappy with the way your complaint has been dealt with then you should set out your complaint in writing to:

Ellie Goss  
37a Sidegate  
Haddington  
East Lothian  
EH41 4LP

And/or by email at: [egoss@atheneassociates.co.uk](mailto:egoss@atheneassociates.co.uk)

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our first class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
  - o Names of Advisors you have spoken to in connection with the complaint and The Branch Name in connection with the complaint
  - o Time(s) and Date(s) of the incidence(s)
  - o Telephone number(s) and or Address(es) you have used to contact us
  - o Any written correspondence in connection with your complaint
  - o Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- We will then issue you with a full written response.

If you remain unhappy with our full written response we would encourage to take one of the following courses of action:

#### Property Redress Scheme

We are members of the Property Redress Scheme. If you are unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- Made an official complaint to us, in writing;
- You have waited 8 weeks for your complaint to have been resolved by the Member in writing;
- It is still within 12 months from the our last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Website: [www.theprs.co.uk](http://www.theprs.co.uk)

By email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

By post at: The Property Redress Scheme  
Premiere House 1<sup>st</sup> Floor  
Elstree Way  
Borehamwood  
Hertfordshire  
WD6 1JH

#### First-Tier Tribunal for Scotland (Housing & Property Chamber)

You may also apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied with our full response, or if we do not process your complaint within a reasonable timescale. You can contact the Housing & Property Chamber at:

Glasgow Tribunals Centre  
20 York Street  
Glasgow  
G2 8GT  
0141 3025900  
<https://www.housingandpropertychamber.scot>

Athene Associates Ltd is registered with the Scottish Letting Agent Register (registration number XXXX) and is required to adhere to the Scottish Letting Agent Code of Practice which can be found at <http://www.legislation.gov.uk/ssi/2016/133/schedule/made>

In accordance with the code we will retain (in electronic or paper form) all correspondence about a complaint for five years.

#### Royal Institution of Chartered Surveyors (RICS)

Athene Associates is a firm regulated by the RICS (firm registration number 811559) and is required to follow the RICS Rules of Conduct for Firms which can be found at

<https://www.rics.org/uk/upholding-professional-standards/standards-of-conduct/rules-of-conduct/>

If you feel we have not met our service standards you can raise your concerns with the RICS by following the link below <https://www.rics.org/uk/footer/contact-us/concerns/>

or by writing to

RICS  
55 Colmore Row  
Birmingham  
B3 2AA

You can also call RICS to discuss your concerns by telephone on 020 7695 1670

**Athene Associates 21.06.20**

