



BURLINGTON

ESTATE AGENTS

Complaints Procedure

Newkeys4me Ltd trading as Burlington Estate Agents

Our customer complaints process for sales, lettings and property management services.

Independent redress: Property Redress Scheme (PRS021997)

Company number	12513830
Head Office	124 City Road, London EC1V 2NX
Email	enquiries@burlingtonestateagents.co.uk
Website	www.burlingtonestateagents.co.uk

1. Our commitment

Burlington Estate Agents is committed to delivering a professional, fair and responsive service. If something goes wrong, we want to know about it so that we can review matters properly and try to resolve the issue promptly and fairly.

2. How to make a complaint

Complaints should be made in writing where possible and sent to enquiries@burlingtonestateagents.co.uk or to 124 City Road, London EC1V 2NX. Please include your full name, contact details, the property address if relevant, and a clear summary of the complaint and the outcome you are seeking.

3. Stage 1 - internal review

We will acknowledge receipt of a complaint as soon as reasonably practicable and aim to investigate the matter internally. We may contact you for further information, copies of documents or clarification if needed.

A written response will normally set out our understanding of the complaint, the outcome of the review, and any action proposed by the business.

4. Stage 2 - final viewpoint

If you remain dissatisfied after our initial response, you may ask for the matter to be escalated for a further internal review and final viewpoint. This allows a senior member of the business to reconsider the complaint before it is referred externally.

5. Independent redress

If we are unable to resolve the complaint through our internal procedure, eligible complainants may refer the matter to Property Redress Scheme (PRS021997). Details of the scheme and its requirements are available through the scheme directly.

- Property Redress Scheme membership: PRS021997
- Customers should normally allow us the opportunity to complete our internal complaints process before contacting the redress scheme.
- Complaints may be subject to the scheme's time limits and eligibility rules.

6. Records and confidentiality

We will retain complaint correspondence and related records as part of our business records and compliance obligations. Personal data will be handled in line with our Privacy Policy.

7. Accessibility

If you need this procedure in another format or need assistance making a complaint, please contact us and we will try to assist where reasonably possible.