

Complaints Procedure

Fairbank Estates Ltd

Fairbank Estates Ltd is committed to providing a high standard of service to all clients, landlords, tenants, and third parties. If you are dissatisfied with any aspect of our service, we welcome the opportunity to address your concerns promptly and fairly.

1. How to Make a Complaint

Complaints should be made in writing by email or letter and should clearly set out the nature of the complaint, including any relevant details and supporting information.

2. Acknowledgement

We will acknowledge receipt of your complaint within three (3) working days of receiving it.

3. Investigation

Your complaint will be reviewed by a senior member of Fairbank Estates Ltd. We aim to provide a full written response within fifteen (15) working days of acknowledgement. If the investigation requires additional time, we will keep you informed of the progress.

4. Final Response

Once our investigation is complete, we will issue a final written response outlining our findings and any proposed resolution.

5. Independent Redress

If you remain dissatisfied after receiving our final response, you may refer the matter to our appointed redress scheme. Details of the redress scheme are available upon request.

6. Availability of This Procedure

A copy of this Complaints Procedure is available upon request and is accessible via our website.