



PALADIN PROPERTY MANAGEMENT LTD

Lettings Complaints Procedure

1. Purpose & Scope

This procedure sets out how Paladin Property Management Ltd handles complaints relating to our lettings services. It applies to all complaints from tenants, landlords, applicants, and third parties affected by our lettings activities.

We are members of The Property Redress Scheme (PRS) and this procedure complies with all PRS membership requirements.

2. How to Complain

Complaints may be submitted in writing as follows:

Method	Details
Email	pm@paladin-property.co.uk
Post	809 Salisbury House, 29 Finsbury Circus, London, EC2M 7AQ

Please include: your name and contact details, the property address (if applicable), a clear description of the issue, the outcome you are seeking, and any supporting documents.

3. Our Complaints Process

We operate a three-stage internal process. All timescales refer to working days unless stated otherwise.

Stage	What Happens	Timescale
Acknowledgement	We acknowledge receipt of your complaint in writing and assign a named handler.	3 working days
Informal Resolution	Your handler contacts you to understand the issue and attempts to resolve it directly.	5 working days
Formal Investigation	If unresolved, the matter is escalated for formal investigation. You receive a detailed written response (our 'Final Viewpoint Letter').	15 working days

If at any stage we need additional time, we will notify you in writing with an explanation and a revised timescale.

4. Final Viewpoint Letter

Our Final Viewpoint Letter is our definitive response to your complaint. It will include: a summary of your complaint, our findings and reasoning, any remedial action we will take, and details of how to escalate to the Property Redress Scheme if you remain dissatisfied.

Important: We will issue a Final Viewpoint Letter no later than 8 weeks from the date we received your complaint, as required by PRS rules.

5. Escalation to The Property Redress Scheme

If you are not satisfied with our Final Viewpoint Letter, or if 8 weeks have passed since you complained and you have not received one, you may refer your complaint to:

The Property Redress Scheme	
Website	www.theprs.co.uk
Email	info@theprs.co.uk
Telephone	0333 321 9418
Post	The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Time limit: You must refer your complaint to PRS within 12 months of receiving our Final Viewpoint Letter. PRS will not normally consider complaints submitted after this deadline.

6. Additional Information

Vulnerable Consumers

We will make reasonable adjustments for any complainant who may be vulnerable or who requires additional support. Please let us know if you need information in an alternative format or have any specific requirements.

Conflicts of Interest

If a complaint involves or is directed at the person who would normally handle complaints, an alternative senior person will be appointed to investigate.

Record Keeping & Data Protection

Complaint records are retained for a minimum of 6 years. All personal data is processed in accordance with the UK GDPR and our Privacy Policy (<https://www.paladin-property.co.uk/privacy-policy>)

Unreasonable Complainant Behaviour

We are committed to dealing with all complaints fairly. However, we reserve the right to alter our management of contact from complainants whose behaviour is abusive, persistent, or unreasonable.

7. Regulatory Information

Item	Details
Redress Scheme	The Property Redress Scheme (PRS)
Client Money Protection	Money Shield