



PALADIN PROPERTY MANAGEMENT LTD

Residential Sales Complaints Handling Procedure

1. Scope

This procedure applies to the residential sales (estate agency) services provided by Paladin Property Management Ltd, including property appraisals for marketing purposes, marketing and advertising, viewings, offer negotiation, sales progression, and communication with all parties throughout the transaction.

Any person directly affected by our estate agency services may raise a complaint, including sellers, buyers, and their authorised representatives. Complaints must relate to acts or omissions by Paladin in delivering estate agency services.

2. Regulatory Framework

Our estate agency services are regulated under the Estate Agents Act 1979 and the Consumers, Estate Agents and Redress Act 2007, which requires all estate agents to belong to an approved redress scheme. We are members of the Property Redress Scheme (PRS). Our services are also subject to the Consumer Rights Act 2015, the Digital Markets, Competition and Consumers Act 2024 (Part 4), Consumer Contracts Regulations 2013, UK GDPR and Data Protection Act 2018, Money Laundering Regulations 2017, the Equality Act 2010, the Business Protection from Misleading Marketing Regulations 2008, and the Alternative Dispute Resolution Regulations 2015.

Enforcement of the Estate Agents Act 1979 is carried out by the National Trading Standards Estate and Letting Agency Team (NTSELAT). Failure to maintain redress scheme membership is a criminal offence.

3. Our Commitment

We treat every complaint seriously and will investigate each one fairly, thoroughly, and without prejudice. We aim to resolve complaints as quickly as possible and will keep you informed throughout the process. We will learn from complaints to improve our service. We comply with PRS requirements on timescales and communication at every stage.

4. Complaints Procedure

Our procedure has three stages. You may enter the process at any stage.

Stage 1: Informal Resolution

If you are unhappy with any aspect of our service, please raise the matter with the member of staff involved or their line manager in writing. We will try to resolve the issue within 3 working days. If you are satisfied with the outcome, no further action is needed. If not, you may proceed to Stage 2.

Stage 2: Formal Written Complaint

Put your complaint in writing (by letter or email to sales@paladinproperty.co.uk or our registered address). Please include:

- Your name and contact details
- The property address involved
- A clear description of your complaint
- Any supporting evidence (correspondence, dates, names)
- The outcome you are seeking

Acknowledgement: We will acknowledge your complaint in writing within 3 working days, confirming the name of the person investigating and the expected response date.

Investigation: We will investigate your complaint thoroughly, reviewing all relevant records, correspondence, and speaking with staff involved.

Response: We will provide a detailed written response within 15 working days of acknowledgement. If more time is needed, we will write to explain why and provide a revised timescale.

Stage 3: Managing Director Review

If you are dissatisfied with our Stage 2 response, you may request a review by the Managing Director, Andrew Wright. Write to us within 20 working days of receiving the Stage 2 response. The Managing Director will review the case independently and issue a Final Response within 10 working days. The Final Response will clearly state whether your complaint is upheld, partially upheld, or not upheld, together with reasons and any remedial action or compensation offered. It will also explain your right to escalate to the Property Redress Scheme.

5. Timescales

Action	Timescale	Stage
Informal resolution attempt	3 working days	Stage 1
Written acknowledgement	3 working days	Stage 2
Full written response	15 working days	Stage 2
MD review and Final Response	10 working days	Stage 3
Maximum overall period before PRS escalation	8 weeks	External

6. Escalation to the Property Redress Scheme

If you remain dissatisfied after receiving our Final Response, or if 8 weeks have passed since you first raised your complaint and you have not received a Final Response, you may refer your complaint to the Property Redress Scheme (PRS). The PRS provides free, independent dispute resolution for consumers of estate agency services. There is no cost to you.

6.1 Conditions for Referral

- You must have first raised your complaint with us in writing and allowed us up to 8 weeks to resolve it, or received a Final Response from us (whichever is earlier).
- Your last communication with us about the complaint must be within the last 12 months.
- You must be a consumer or directly affected by our estate agency services.

6.2 PRS Contact Details

Website: www.propertyredress.co.uk

Email: complaints@theprs.co.uk

Address: Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

The PRS can investigate complaints and, where appropriate, direct us to take action including the payment of compensation up to a maximum of £25,000. Their service is free to consumers. Raising a complaint with the PRS does not affect your right to take legal action.

7. Other Avenues

In addition to the PRS, you may also contact the following bodies depending on the nature of your concern:

- National Trading Standards Estate and Letting Agency Team (NTSELAT) – for breaches of the Estate Agents Act 1979
- Local Authority Trading Standards – for consumer protection and unfair trading concerns
- Citizens Advice Consumer Service – for general consumer guidance (0808 223 1133)
- Information Commissioner's Office (ICO) – for data protection concerns (ico.org.uk)
- County Court / Small Claims Court – for civil claims

These avenues do not replace the PRS process and may be pursued in parallel or after PRS adjudication.

8. Accessibility

We will make reasonable adjustments under the Equality Act 2010 to ensure our complaints process is accessible. This may include accepting complaints verbally, providing information in alternative formats, or allowing a third party to act on your behalf. Please let us know if you need any adjustments.

9. Data Protection

Complaint records are processed in accordance with UK GDPR and the Data Protection Act 2018. Personal data collected during the complaints process will be used solely for the purpose of investigating and resolving your complaint, complying with our legal and regulatory obligations, and improving our services. Complaints records are retained for 6 years from closure.

10. Contact Information

Company: Paladin Property Management Ltd

Address: 809 Salisbury House, 29 Finsbury Circus, London, EC2M 7AQ

Telephone: 02080 792650

Email: sales@paladin-property.co.uk

A copy of this procedure is available on our website at www.paladin-property.co.uk, and provided to all clients on request and when signing terms of business, in accordance with PRS membership requirements and the Alternative Dispute Resolution Regulations 2015.