



Blue i Properties
1 Stanley Street
Derby DE22 3GT
Phone / Fax 01332-371661
admin@blueiproperties.co.uk
www.blueiproperties.co.uk

Complaint's Procedure

Stage One – Staff Member

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you to try and resolve the situation with the member of our team you have been dealing with.

Stage Two – Lettings Manager

If you are not happy with the decision at the Staff Member level then please ask the staff member to escalate your complaint to the Lettings Manager. Alternatively you can put your complaint in writing to the following address:-

The Lettings Manager – Blue I Properties, The Coach House, 30a Ashbourne Road, Derby, DE22 3AD

The Lettings Manager will acknowledge your complaint within five working days and will undertake a review of your complaint, including how it has been handled to date, which may include further investigations into the background of your concerns. You will be requested to attend a meeting to talk through your complaint to find a resolution, The Lettings Manager will then put the outcome of the meeting in writing.

Stage Three – Managing Director

If you still remain dissatisfied and wish to further escalate your complaint, you may then write to the Managing Director at the following address:

The Managing Director - Blue I Properties, The Coach House, 30a Ashbourne Road, Derby, DE22 3AD

The Managing Director will acknowledge your complaint within five working days and will undertake a full review of your complaint, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days from receipt of your letter, the Managing Director will detail their findings and recommendations in a written response to confirm our 'final viewpoint' on the matter.

Stage Four – The Property Redress Scheme

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Redress Scheme (PRS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Redress Scheme (PRS).