

## COMPLAINTS PROCEDURE

YourNest always aims to listen and resolve issues quickly and informally and agree a solution. We hope you will always contact us when an issue does arise so we have chance to resolve this to your satisfaction. However, if you do wish to register a more formal complaint, you can do so by following the below procedure:

### Stage 1

Any initial concern needs to be addressed to our Branch Manager and sent to the following address:

FOA: Branch Manager  
YourNest  
44 North Lane  
LS6 3HU

We will then:

**Acknowledge the complaint within three working days of receipt.**

**Respond with a full written response within 10 working days of receipt of the complaint following a full investigation**

If at this point you feel that your concerns have not been resolved, you should follow the guidance within Stage 2

### Stage 2

If you believe your complaint has not been sufficiently resolved, you can contact our Managing Director who will review your complaint in full and independently investigate all areas of concern. They should be contacted in writing to the following address:

FAO: Company Director  
YourNest  
44 North Lane  
Leeds  
LS6 3HU

A full and comprehensive response will be sent back to you within 30 days of receipt of the complaint.

Following Stage 2 and once it has surpassed 8 weeks from the initial complaint, if you are still dissatisfied and believe your complaint has still not been resolved sufficiently you can contact the Property Redress Scheme which is a free and independent service.

Property Redress Scheme  
0333 321 9418  
[www.theprs.co.uk/complain](http://www.theprs.co.uk/complain)