



### **Elliott Booth Complaints procedure**

Elliott Booth Ltd. Is registered with The Property Redress Scheme, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced.

This provides for the matter to be dealt with internally by Mr David R. Booth and Mr James W. Elliott, in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Redress Scheme.

If you believe you have a complaint, please write in the first instance to David R. Booth at the address below:

David R. Booth  
Elliott Booth  
44 – 46 Highfield Road  
Blackpool  
Lancashire  
FY4 2JA.

Your complaint will be acknowledged within 24 hours but no longer than 5 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by James W. Elliott at the address given below:

James W. Elliott  
Elliott Booth  
44 – 46 Highfield Road  
Blackpool  
Lancashire  
FY4 2JA.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Property Redress Scheme. We will submit our file to the Property Redress Scheme on request. You are also entitled to have your complaint referred to the Property Redress Scheme should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.