



Elliott Booth Complaints procedure

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

This facilitates for the matter to be dealt with internally by Christopher Heyworth and Dean Howarth and in the event that we aren't able to deal with the issue to our mutual satisfaction, The Property Redress Scheme.

If you believe that you have a complaint, please write to Christopher Heyworth at the address below;

Christopher Heyworth
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 being acknowledged. Please ensure that you have your complaint acknowledged in writing.

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 Dean Howarth at the address given below;

Dean Howarth
Elliott Booth
44-46 Highfield Road
Blackpool
Lancashire
FY4 2JA

In the event that the final review 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 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 that we receive your written notification.