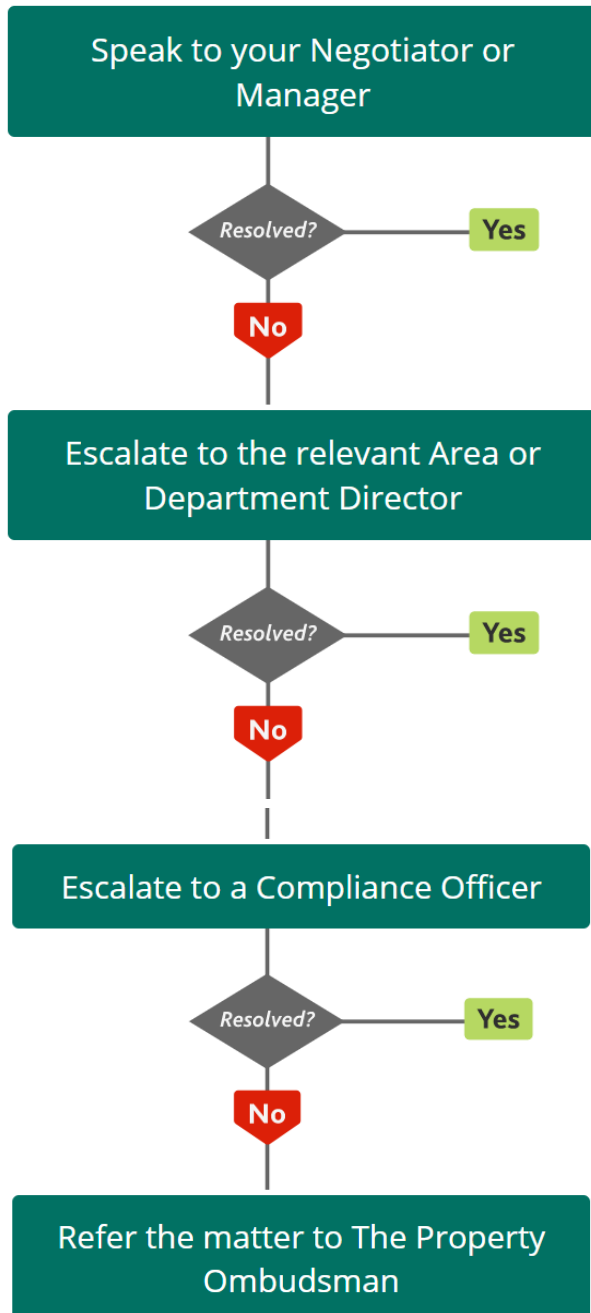


Complaints Procedure



In order that your concerns are addressed as efficiently as possible we ask that you first raise them verbally with the Manager of the office concerned.

You can escalate your complaint by writing to the relevant Area or Department Director.

Your complaint will be acknowledged within four working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within fifteen working days.

You can further escalate your complaint by writing to the Legal & Compliance Department at this address:

*Legal and Compliance Department
Prime Living
Capital Office (1307), Kemp House,
152 City Road, London, EC1V 2NX*

This complaint will also be acknowledged within four working days of receipt and an investigation undertaken by a Compliance Officer.

A formal written response will be sent to you within fifteen working days.

Once the Compliance Officer has investigated your complaint, Prime Living will send you a letter expressing our final view. This will include details of any offer we are willing to make. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to [The Property Ombudsman](#) within twelve months for a review. Please note that the Property Ombudsman will only review complaints made by consumers.