**A logo of a house

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**Complaints Procedure**

Rosena Properties Limited take complaints very seriously. If you would like to make a compliant, please follow the process below and we will endeavour to rectify any issues.

The principle assigned to deal with complaints is:

Rosemary Brown

86-90 Paul Street

London

EC2A 4NE

Email address: rosena.propertiesltd@gmail.com

Company No: 14800072

www.rosenaproperties.co.uk

**Step-by-Step Complaints Procedure**

If you’re not completely happy with our service we would like to hear about it, so we can do something to put it right. We do everything we can to ensure we build trusting relationships with our clients, aiming to provide the best service possible. However, on occasions, errors may be made. In these circumstances, we encourage our clients to contact us directly to inform us of what went wrong, so we can put procedures in place to prevent problems in the future.

We want to:

* make it easy for you to tell us what went wrong;
* give your complaint the attention it deserves;
* resolve your complaint fairly, without delay; and
* aim to make sure you are satisfied with how your complaint was resolved.

**How to Complain**

In the first instance, please send an email to [rosena.propertiesltd@gmail.com](mailto:rosena.propertiesltd@gmail.com) outlining your complaint. You will receive a complaint acknowledgement email within 7 days.

Within 14 days of the date the complaint email was received at [rosena.propertiesltd@gmail.com](mailto:rosena.propertiesltd@gmail.com) , you will receive an offer of resolution.

If a resolution is not reached, the client can choose to escalate the complaint to The Property Investors Mediation Service (PIMS).

**Contacting PIMS**

A blue and white logo

Description automatically generatedIf we are unable to come to a resolution, you will be directed to navigate to the following website <https://www.thepims.co.uk/#ourpurpose> to raise a complaint. PIMS are an independent organisation, providing redress and mediation for property investors and property entrepreneurs.