

## **Complaints Procedure for Aya Estates**

At Aya Estates, we are committed to providing the highest level of service to our clients. However, we recognize that sometimes things can go wrong. If you are dissatisfied with any aspect of our service, we want to hear about it so we can put things right. This document outlines our complaints procedure to ensure all complaints are handled fairly, promptly, and efficiently.

### **Step 1: Informal Resolution**

In the first instance, we encourage you to contact the member of staff you have been dealing with directly. Many complaints can be resolved quickly and informally. You can contact them by phone, email, or in person. They will try to resolve the matter promptly and to your satisfaction.

### **Step 2: Formal Complaint**

If you are not satisfied with the initial response, or if you prefer to escalate your complaint directly, please follow the steps below:

#### **2.1 How to Submit a Formal Complaint**

- **By Email:** Send an email to [Info@ayaestates.com](mailto:Info@ayaestates.com) with the subject line "Formal Complaint."
- **By Post:** Write to us at:

Aya Estates, Office 1, Izabella House,  
24-26 Regent Place,  
City Centre, Birmingham,  
B1 3NJ

Please mark the envelope "Formal Complaint."

#### **2.2 Information to Include**

To help us address your complaint as effectively as possible, please include the following information:

- Your name and contact details.
- Details of the property and the transaction (if applicable).
- A clear description of your complaint.
- Any relevant documents or correspondence.
- What you would like us to do to resolve your complaint.

### **Step 3: Acknowledgement and Investigation**

#### **3.1 Acknowledgement**

We will acknowledge receipt of your formal complaint within 3 business days. This acknowledgement will be sent by email or post, depending on how you submitted your complaint.

#### **3.2 Investigation**

Your complaint will be thoroughly investigated by a senior member of our team who has not been directly involved in the matter. We aim to complete this investigation within 15 business days of acknowledging your complaint. If we need more time, we will keep you informed of our progress and let you know when you can expect a response.

### **Step 4: Response**

Once the investigation is complete, we will send you a detailed response in writing. This response will include:

- A summary of your complaint.
- The outcome of our investigation.
- Any actions we will take to address the issues raised.
- Any further steps you can take if you are not satisfied with our response.

### **Step 5: Further Steps**

If you are not satisfied with our final response, you have the option to escalate your complaint to an independent third party. We are members of The Property Redress Scheme, which provides a free, impartial, and independent service for resolving disputes.

## Contact Information for Redress Scheme:

- **By Email:**

info@theprs.co.uk

- **By Post:**

Property Redress Scheme

Limelight

1st Floor Studio 3

Elstree Way

Borehamwood

Hertfordshire

WD6 1JH

- **By Phone:**

0333 321 9418

You must refer your complaint to the Ombudsman within 12 months of receiving our final response.

## Step 6: Continuous Improvement

We take all complaints seriously and use them as an opportunity to improve our services. Your feedback helps us identify areas for improvement and ensures we maintain high standards of customer service.

## Contact Us

If you have any questions about our complaints procedure, please contact us at:

**Email:** [info@ayaestates.com](mailto:info@ayaestates.com)

**Phone:** 0121 661 5009

**Address:**

Aya Estates, Office 1, Izabella House,

24-26 Regent Place,

City Centre, Birmingham,

B1 3NJ

Thank you for giving us the opportunity to resolve your concerns. We are committed to providing you with the best possible service and will do our utmost to address any issues you may have.