

Our aim at Bella Properties is to provide a quality and professional service to all our clients and customers, we recognise that there may be situations where you feel we have not provided the level of service you expected. When this happens, we ask you to tell us about this so we may improve our service.

Complaints Procedure

1. Please write to us either by email or letter, providing as much relevant detail as possible including any evidence so we can investigate as quickly and fully as possible. Also include your contact details, and indicate your preferred method of communication, e.g. email, letter.
 - By post – 21 Dunstall Street, Scunthorpe DN15 6LD
 - By Email – Accounts@bella-properties.co.uk
2. Once received we will acknowledge receipt of your complaint, using your preferred method of communication, within 5 working days.
3. Complaints should normally be directed to the member of staff with whom you have been dealing, in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of a Director and direct your complaint to them.
4. We aim to resolve all customer complaints as quickly as possible. We will review and investigate your complaint then send you a letter regarding the outcome of the investigation within 20 working days of the receipt date shown on the confirmation of receipt letter.
5. Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.

We aim to resolve all our customer complaints internally. If, however, you are not satisfied with the outcome of our complaints procedure, you can then contact The Property Redress Scheme (The PRS) at:

- Website - <https://www.theprs.co.uk/>
- Email - info@theprs.co.uk
- Address - 1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH
- Telephone: 0333 321 9418

Contact with the PRS should be made within 12 months of the date you receive the last communication from us.

A complete guide of the complaints procedure is available on the PRS website.