



NexGen Lettings & Management Ltd

Complaints Procedure

We take complaints extremely seriously. Customer experience is at the heart of our mission, and we aim to take steps to rectify any procedure that has caused dissatisfaction with our customers.

NexGen Lettings & Management is a member of the Property Redress Scheme. We adhere to their compliance guidelines and complaints process.

Our Complaints Process

Stage 1

Please send all complaints to us in writing by post or email.

We will acknowledge your complaint within 3 working days.

Your complaint will be investigated, and we will endeavour to resolve it as soon as possible.

Investigation outcomes and resolutions will be provided in writing no longer than 5 working days after acknowledgement.

Stage 2

If you remain dissatisfied, you can escalate your complaint to the second stage for review.

We will acknowledge this escalation within 3 working days.

You will receive a final written response within 10 working days.

Our Contact Details:

Address: 54 St James Street, Liverpool, L1 0AB

Email: info@nexgenlettings.co.uk

Independent Redress

In the unlikely event that you are dissatisfied with our proposed resolution, you may then refer your complaint to the Property Redress Scheme.

Details of how to do this will be sent to you with our final view.

The Property Redress Scheme will only investigate complaints once our internal complaints procedure has been exhausted and you have received our final view letter.

Please note you must refer your complaint to the Redress Scheme within 12 months of receiving our final view.

Property Redress Scheme Contact Information:

Address: Property Redress, Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

Telephone: 0333 321 9418

Email: info@propertyredress.co.uk

Website: www.theprs.co.uk

We apologise for any inconvenience caused and will investigate any matter fully.