TEDDY PROPERTY COLLECTIVE

Complaints Procedure

We're all ears. If we haven't got it right, please tell us.

Your Experience Matters to Us

At Teddy Property Collective, we take pride in providing a professional, personal and attentive service to every client and customer.

We always strive to get things right. However, if something falls short of your expectations, we want to hear about it.

We take all complaints seriously and are committed to addressing concerns fairly, promptly and transparently. Your feedback also helps us continually improve the service we provide.

How to Make a Complaint

If you wish to raise a formal complaint, please contact us in writing at:

hello@teddyproperty.com

Please provide as much information as possible about your concerns, including any relevant dates, correspondence or supporting documents.

We will investigate your complaint in accordance with the following procedure.

Step 1 | Acknowledging Your Complaint

We will acknowledge receipt of your written complaint within three working days and provide you with a copy of our complaints procedure.

Step 2 | Investigating Your Concerns

Your complaint will be reviewed carefully and impartially by the appropriate person within Teddy Property Collective.

We will examine the relevant records, correspondence and circumstances surrounding your concerns.

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A formal written response outlining the outcome of our investigation will be provided within 15 working days of our acknowledgement.

Step 3 | Further Review

If you remain dissatisfied with our response, you may request a further review.

Where possible, this will be undertaken by someone who was not directly involved in the original matter.

We will provide our final written response within 15 working days of receiving your request for a review.

Step 4 | Independent Redress

If you remain dissatisfied after completing our internal complaints procedure, or if eight weeks have passed since you first raised your complaint without resolution, you may refer the matter to The Property Redress Scheme (PRS).

The Property Redress Scheme provides an independent complaints resolution service for consumers of property agents.

There is no charge to you for referring an eligible complaint to the scheme.

For further information about the complaints process, please visit the Property Redress Scheme’s website.

Our Commitment to You

We believe that good communication, accountability and mutual respect are at the heart of every successful relationship.

Should something go wrong, you can be assured that your concerns will be treated with the attention, professionalism and fairness they deserve.

Because doing the right thing matters.