

Introduction

Freeman Real Estate Ltd is committed to delivering a high standard of service. We take all complaints seriously and view them as an opportunity to improve our services.

This Complaints Policy explains how you can raise a complaint, how we will handle it, and the timescales you can expect. We aim to resolve all matters promptly, fairly, and in a transparent manner.

How to Make a Complaint

If you are dissatisfied with our service, we encourage you to raise your concerns as soon as possible. We aim to resolve issues at the earliest possible stage wherever possible.

Step 1: Speak to us informally

In the first instance, please raise your concern with the member of staff you have been dealing with. We will aim to resolve the issue promptly.

Step 2: Submit a formal complaint

If your concern cannot be resolved informally, you can submit a formal complaint in writing by email or post using the contact details provided below.

If you are unable to submit your complaint in writing, please contact us and we will assist in documenting your complaint.

Information We Need From You

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- Your full name and contact details
- The address of the property (where applicable)
- Details of your relationship to the property (e.g. tenant, landlord, applicant)
- A clear description of your complaint
- Any relevant dates and supporting information
- Details of what you would like us to do to resolve the matter

Providing complete and accurate information will help us handle your complaint more efficiently. If we require further information, we will contact you.

How We Handle Complaints

We will handle your complaint in the following stages:

Stage 1: Acknowledgement

We will acknowledge receipt of your complaint within 3 working days.

Stage 2: Investigation and Response

We will investigate your complaint and provide a formal response within 10 working days of our acknowledgement.

If additional time is required to complete our investigation, we will inform you and explain the reason for the delay.

Stage 3: Review

If you are not satisfied with our response, you may request a review by a senior member of staff.

We will provide our final response within 10 working days of receiving your request for a review. If additional time is required, we will inform you.

Escalation of Complaints

If you remain dissatisfied after receiving our final viewpoint, you may escalate your complaint.

Once we have completed our internal complaints process and issued our final viewpoint, you may refer your complaint to an independent redress scheme.

Property Redress Scheme

We are members of the Property Redress Scheme (PRS), which provides an independent service for resolving disputes.

If you are not satisfied with our final viewpoint, you may refer your complaint to the Property Redress Scheme. You must do so within 12 months of receiving our final viewpoint.

Property Redress Scheme (PRS) contact details:

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

The Property Redress Scheme requires that you have first completed our internal complaints procedure before submitting your complaint for independent review.

Changes to This Complaints Policy

We may update this Complaints Policy to reflect changes in our practices or legal requirements. The updated version will be published on our website.

Contact Us

If you have any questions about this Complaints Policy or wish to submit a complaint, please contact us:

Email: support@freemanrealestate.co.uk

Phone: 0121 817 3321

Address: 1C School House, St Philips Courtyard, Church Hill, Coleshill, B46 3AD

Policy Information

Version: 2.0

Effective Date: 17th March 2026

Last Updated: 17th March 2026