



Plot Source Complaints Policy



Complaints Policy

Plot Source Ltd - Real Estate, Construction, Land, Consultancy, Sales & Lettings

1. Purpose

Plot Source is committed to delivering services in a professional, transparent, and ethical manner. This Complaints Policy ensures that all clients, tenants, landlords, contractors, buyers, sellers, and partners can raise concerns which will be addressed fairly, consistently, and in compliance with UK legal and regulatory obligations.

2. Scope of the Policy

This policy applies to all complaints relating to:

- Residential and commercial **sales and lettings**
- **Property management** services
- **Land acquisition, planning and consultancy**
- **Construction, refurbishment, and development projects**
- **Professional advisory and consultancy services**

It covers the conduct of our staff, contractors, subcontractors, and representatives.

3. Making a Complaint

- Complaints should be made in writing (letter or email) to ensure a clear audit trail.
- Please send complaints to:

Complaints Manager

Plot Source Ltd
20-22 Wenlock Road, London, England, N1 7GU
Email: hello@plotsource.co.uk

If assistance is required (e.g. due to disability or language needs), we will provide reasonable support.

4. Internal Complaints Procedure

Stage 1 – Acknowledgement

- We will acknowledge your complaint within **3 working days**.
- We will confirm who will be investigating your complaint.

Stage 2 – Investigation & Response

- A senior staff member, independent of the issue, will investigate.
- A written response will be provided within **15 working days**.
- If more time is needed (e.g. due to technical complexity or third-party involvement), we will provide a holding update and revised timeline.

Stage 3 – Final Review

- If you remain dissatisfied, you may escalate for a **Final Review** by a Director/Principal.
- A **Final Viewpoint Letter** will be issued within **15 working days** of escalation.

5. Independent Redress & Legal Rights

Depending on the nature of your complaint, you may be entitled to escalate to one of the following independent bodies:

- **Estate Agency / Lettings / Property Management**
 - The Property Ombudsman (TPO) – www.tpos.co.uk
 - or Property Redress Scheme (PRS) – www.theprs.co.uk
- **Construction & Building Work**
 - Construction Industry Council (CIC) – www.cic.org.uk
 - Adjudication under the **Housing Grants, Construction and Regeneration Act 1996** (Construction Act)
- **Professional Consultancy (RICS-registered where applicable)**
 - Royal Institution of Chartered Surveyors (RICS) – www.rics.org
- **Legal Rights**
 - You may also have the right to pursue claims through the courts, Alternative Dispute Resolution (ADR), or relevant statutory protections.

Complaints must generally be referred within **12 months** of our Final Viewpoint Letter, depending on the body.

6. Record Keeping

- All complaints will be logged and retained securely for at least **6 years**.
- Records will include the complaint, investigation notes, correspondence, actions taken, and outcomes.

7. Monitoring & Review

- Complaints are reviewed quarterly by senior management to identify trends and service improvements.
- This policy is reviewed annually or earlier if legislation or regulatory requirements change.

8. Compliance Statement

This policy complies with:

- **Estate Agents Act 1979**
- **Consumer Protection from Unfair Trading Regulations 2008**
- **Lettings Agency Work (Redress Schemes etc.) Order 2014**
- **Housing Act 2004**
- **Housing Grants, Construction and Regeneration Act 1996 (Construction Act)**
- **Membership obligations of [TPO / PRS / RICS / other professional bodies]**
- **General Data Protection Regulation (GDPR) & Data Protection Act 2018** for complaint handling