

Complaints Procedure

Prime Estate Agents UK Ltd | Registered No. 06487867 | 167-169 Church Road, Yardley, Birmingham, B25 8UR | bash@primeestatesuk.com

Last updated: 29 March 2026

Our Commitment

Prime Estate Agents UK Ltd is committed to providing a high standard of service to all clients. We take complaints seriously and aim to resolve them promptly, fairly, and professionally.

Step 1 — Contact Us Directly

If you are unhappy with any aspect of our service, please contact us in the first instance:

- By email: bash@primeestatesuk.com
- By post: 167-169 Church Road, Yardley, Birmingham, B25 8UR

Please provide your name, contact details, property address, a clear description of your complaint, and any supporting documentation.

Step 2 — Acknowledgement

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

Step 3 — Investigation

We will carry out a thorough investigation of your complaint and aim to provide a full written response within 15 working days. If the investigation is likely to take longer, we will notify you and keep you updated on progress.

Step 4 — Final Response

If you remain dissatisfied with our response, you may request a review by a senior member of staff. We will issue a final written response within 15 working days of your request for review.

Step 5 — Independent Redress

If you are still not satisfied after receiving our final response, you have the right to refer your complaint to an independent redress scheme. As a member of a property redress scheme, you may escalate your complaint to:

The Property Ombudsman (TPO)

Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
www.tpos.co.uk | 01722 333 306

You must refer your complaint to the redress scheme within 12 months of our final written response.

Important Notes

- This complaints procedure does not affect your statutory rights
- We do not charge any fee for handling complaints
- All complaints are logged and reviewed to help us improve our service