

### **PDS Complaints Procedure**

We strive to provide a professional service to all client & customers. Should you feel something has gone wrong please contact us in order for the matter to be investigated & addressed.

In the first instance please contact us via email to [contact@pdsvaluers.com](mailto:contact@pdsvaluers.com) (or preferably reply to any Auction Invoice email) detailing the issue. Each of our cases have a dedicated member of staff overseeing the case so this can then be passed on to the appropriate staff member(s) for them to deal with the matter.

You will receive a response to this email in order to confirm receipt & that it has been passed on to the staff member responsible for the specific case to which it relates.

We will endeavour to reply as soon as practicable once the matter has been looked into, you should receive this contact within 15 days of the confirmation of receipt of your complaint. If you are not happy with the proposed resolution you should advise us as such and we will arrange for a further review of the matter from which again you will receive a final response within 15 days.

If you feel that the complaint has still not been resolved having completed the process above you should contact the Property Redress Scheme (PRS) for whom our membership number is: PRS013123. The PRS can be reached at <https://www.theprs.co.uk/Complain>