

CGR Complaints Procedure

Our commitment

Colin Graham Residential (CGR) aims to give every client a professional, fair and courteous service. If we fall short, we want to know so we can put it right.

This procedure applies to anyone who uses our sales, lettings or property management services, including vendors, buyers, landlords and tenants. Making a complaint is free, and it will not affect the service we give you.

CGR is a member of the Property Redress Scheme (PRS). If we cannot resolve your complaint, you can refer it to the PRS for an independent review (see below).

How to make a complaint

Please raise any concern with the member of staff dealing with you first. Many issues can be put right quickly this way.

If that does not resolve it, please put your complaint in writing to:

- **Email:** ashley@colingrahamresidential.com
- **Post:** The Complaints Manager, Colin Graham Residential, 319 Antrim Rd, Glengormley, Newtownabbey BT36 5DY
- **Phone (to discuss before writing):** 02890 832832

Please include:

- your name, address and contact details
- the property address
- what went wrong, and when
- the names of any staff involved
- how you would like us to put things right
- copies of any relevant documents or emails

If you need help putting your complaint in writing, or need this procedure in another format, please call us.

What happens next

We deal with written complaints in two stages and aim to complete both well within eight weeks.

Step	What we do	Timescale
Acknowledgement	Confirm in writing that we have received your complaint, and who is handling it	Within 3 working days
Stage 1: Investigation	A senior member of staff not involved in the matter reviews the file, speaks to the staff involved and sends you a full written response	Within 10 working days of our acknowledgement
Stage 2: Director review	If you are unhappy with our Stage 1 response, write to us within 20 working days. A Director (Colin Graham or David McCombe) reviews the complaint afresh and sends our Final Viewpoint letter	Within 15 working days of receiving your request

If we need more time at either stage, we will write to you to explain why and give a new date.

Our Final Viewpoint letter ends our internal procedure. It will set out our findings, any remedy we are offering, and how to refer the matter to the Property Redress Scheme.

Referring your complaint to the Property Redress Scheme

If you remain unhappy after our Final Viewpoint letter, or we have not resolved your complaint within eight weeks of receiving it in writing, you can ask the Property Redress Scheme to review it. Their service is independent, government-approved and free for you to use.

The PRS will usually only accept a complaint when:

- you have written to us and followed this procedure
- you have allowed us up to eight weeks to resolve it
- you contact them within 12 months of your last communication with us about the complaint

Property Redress Scheme

- **Website:** www.propertyredress.co.uk
- **Email:** complaints@theprs.co.uk
- **Phone:** 0333 321 9418
- **Post:** Property Redress, Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

CGR's PRS membership number is PRS013287. We will comply with any decision the PRS makes.

Records and review

We keep a written record of every complaint, our response and the outcome for at least six years. Directors review complaints regularly so we can learn from them and improve our service.

This procedure was last reviewed in September 2026.