

At Luxe Estates, we are committed to providing a high standard of service to all our clients. However, we recognize that there may be occasions when our clients are dissatisfied with the service they have received. We take complaints seriously and aim to resolve them promptly and fairly.

Our Commitment

- We will treat all complaints seriously and handle them with sensitivity, professionalism, and discretion.
- We will acknowledge receipt of your complaint within 7 working days.
- We will investigate your complaint thoroughly and impartially.
- We will keep you informed of the progress of your complaint and aim to resolve it within 28 working days.
- If your complaint requires more time to investigate, we will provide you with regular updates on the progress and an estimated time frame for resolution.
- We will learn from complaints to improve our service and prevent similar issues from arising in the future.

How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us by:

- Email: info@luxe-estates.uk
- Phone: 0151-424-5775

When making a complaint, please provide us with the following information:

- Your name and contact details.
- A clear description of your complaint, including any relevant dates, names of staff members involved, and any supporting documents or evidence.

What Happens Next

Upon receiving your complaint, we will:

1. Acknowledge receipt of your complaint within 7 working days.
2. Assign a dedicated complaints handler who will investigate your complaint thoroughly.
3. Keep you informed of the progress of your complaint and aim to resolve it within 28 working days.
4. Provide you with a written response detailing the outcome of our investigation and any actions we will take to resolve the complaint.

Escalation

If you are not satisfied with the outcome of your complaint, you may escalate it to Deral Donnelly, Director or Alison Jayne, Manager by:

- Email: deral@luxe-properties.co.uk / alison@luxe-properties.co.uk
- Phone: 0151-424-5775 / 07473191275

Regulatory Bodies

If you remain dissatisfied with our response, you have the right to refer your complaint to the following regulatory bodies:

- Property Redress Scheme
- 0333 321 9418

Monitoring and Review

We will regularly review our complaints handling procedures to ensure they remain effective and compliant with relevant regulations. Your feedback is essential in helping us improve our service.

Luxe Estates