

### **Legal Status**

Property Link Estates Limited Registered in England at 30 Charles Street Bath BA1 1HU Company number 06483124

### **Communications**

Office: Property Link Estates – 30 Charles Street Bath BA1 1HU

Telephone: 01225 447440

Email: [bath@propertylinkestates.com](mailto:bath@propertylinkestates.com)

### **Vat Registration Number**

GB 929 5544 86

### **Complaints Handling Process**

If you believe you have a grievance, please write in the first instance to the Director at the address below:

Mr Phillip Ilic, Property Link, 30 Charles Street, Bath, BA1 1HU.

Your grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house Procedures and a reply sent to you within 15 working days of receipt of your letter. If you are not satisfied with the review you may write again to us to explain why. We will consider this reply and respond to it with our Final Viewpoint letter. If you remain dissatisfied with our Final Viewpoint you may then refer the matter to the Property Redress Scheme. This must be done within 12 months of the date of the Final Viewpoint Letter.

### **Details of Ombudsman Scheme**

Property Redress Scheme

Premiere House 1st Floor Elstree Way Borehamwood WD6 1JH.

T. 0333 321 9418

E. [info@theprs.co.uk](mailto:info@theprs.co.uk)

W. [www.theprs.co.uk](http://www.theprs.co.uk)

### **Details of Professional Indemnity Policy**

[PI Certificate Schedule](#)

[PI Policy Wording](#)