

Complaints procedure

INFORMATION & POLICIES / DRAFT FOR REVIEW



Draft for review. Operating arrangements and final wording must be approved before public launch.

01 Tell us what happened

Write to BIDE LL & WEBB LTD at 280–282 Church Road, Birmingham, West Midlands, England, B26 3YH, marked “Complaint”. Include the property or service involved, the relevant dates, a description of your concern and the outcome you are seeking.

02 Proposed response process

The proposed procedure is to acknowledge the complaint within three working days, investigate the available records and aim to issue a written response within 15 working days of acknowledgement. These service targets require approval before launch.

03 Ask for a review

If you remain dissatisfied, request a review by a senior person who was not responsible for the original response, where possible. The proposed target for the final written response is 15 working days after the review request.

04 Independent redress

The applicable independent redress scheme, membership details and referral deadlines must be confirmed before the service launches. No membership of The Property Ombudsman or another scheme is claimed by this preview.

05 Privacy

Only provide information relevant to the complaint. The approved privacy notice will explain the handling and retention of complaint records. Legal rights and any statutory time limits are unaffected by an internal complaint.