



Complaints Procedure

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1. Our commitment

At Prime Location Homes we aim to offer a professional, responsive and fair service to all tenants, guarantors and landlords. If something goes wrong, we want to know so we can put it right and improve for the future.

2. Informal resolution (Stage 1)

In many cases, issues can be resolved quickly by speaking to us informally.

Phone: +44 7810 176698 - Email: info@primelocationhomes.com.

We will acknowledge your concern and try to resolve it as soon as possible, usually within 3 working days.

3. Formal complaint (Stage 2)

If you are not satisfied with the response at Stage 1, or wish to make a formal complaint straight away, please put your complaint in writing.

You can email or post your complaint to: Complaints - Prime Location Homes, 23 Sefton Road, Birmingham, B16 9DR, email info@primelocationhomes.com.

Please include your name and contact details, the property address if relevant, a clear description of the issue, dates and times, any supporting evidence and how you would like us to resolve the matter.

We will acknowledge your complaint within 5 working days, investigate the matter fairly and impartially, and provide a written response within 15 working days or explain if more time is needed.

4. Review by senior management (Stage 3)

If you remain unhappy with the Stage 2 response, you may ask for a final review by senior management.

Your complaint will be reviewed by Wajid Ali (Founder) or a senior member of the management team. We will provide a final written response, usually within 15 working days of your request for a review.

5. External redress and further help

If, after our final response, you are still dissatisfied, you may be able to refer your complaint

to an external redress scheme or regulator, for example the Property Ombudsman or relevant local authority, depending on the nature of your complaint.

Details of the appropriate redress scheme will be provided in our final response letter.