How to make a complaint

We want to provide a professional and helpful service. If something has gone wrong, please tell us so we can look into it and try to put it right. We will handle your complaint fairly, respectfully and without treating you differently for raising it.

Contact us

You can raise a concern with the person you have been dealing with, or make a formal complaint directly to:

- Email: kellyp@powellsestates.co.uk
- Post: Complaints, Powells, 150 High Street, Sevenoaks, TN13 1XE
- Phone: 01732 900550

You can complain verbally or in writing. Writing to us by email or post can help us understand and record your concerns, but you do not have to use a particular form or the word “complaint”.

What happens next

- We will normally acknowledge a formal complaint within three working days and tell you who is handling it and what happens next.
- We aim to send our full written response within ten working days of acknowledging your complaint. If we need longer, we will explain why and give you an estimated response date.
- If you remain dissatisfied, you can ask for a review by a senior manager or director who was not directly responsible for the original decision, where practicable.

Please tell us what happened, when it happened, who you dealt with and what you would like us to do. You can send any relevant emails, letters or other information with your complaint.

If your complaint is not resolved

Powells is a member of the Property Redress Scheme (PRS). After you have used our internal complaints process, you may be able to refer your complaint to the PRS, subject to its eligibility rules and current requirements. The PRS asks consumers to allow the agent up to eight weeks from the written complaint to investigate and respond. Check the PRS website for current guidance and how to apply: www.propertyredress.co.uk/consumers or call 0333 321 9418.

We can make reasonable adjustments to help you use this process. Please tell us if you need information in another format, extra help or for an authorised representative to contact us for you.