

Urban Nu's Complaints Procedure

How to report a complaint with our estate agency service

Customer service is our number one priority, but we know that things can still go wrong. When that happens, we want to put it right as soon as possible.

Your feedback helps us understand what's gone wrong and how we can fix it.

If you have a complaint about any aspect of the service you received, please contact us as soon as possible.

STAGE ONE

Your Urban Nu's representative

Your first step should always be to talk to your Urban Nu representative. Your satisfaction is their top priority — and they're trained on how to support you through any situation. There's no issue too small — a complaint, a question, a niggle — so don't hold back.

STAGE TWO

Management Team

If your Urban Nu Representative isn't able to resolve your complaint, if you're not satisfied with their response or you don't feel comfortable raising it with them, please let us know.

We ask that you put the details in writing, by post or email, so we can start a full investigation as soon as possible.

Email: Send us an email

Post: Customer Care Department, Urban Nu Ltd, 9-11 Marsden Rd, Bolton, B11 4AA.

Once we receive your complaint, we aim to deal with any issue within 72 hours. Sometimes it may take longer to investigate fully. If this happens, we will let you know within three working days. The latest that you will receive a written response is within 15 working days.

STAGE THREE

Director / CEO Level

If you're not happy with the Stage Two response from the Management Team, you have one month from receipt to contact Director / CEO in writing. The Director/CEO will acknowledge the complaint and re-investigate.

You should receive a response within 10 working days.

STAGE FOUR

The Property Redress Scheme

If you are still not satisfied after the last stage of our in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Redress Scheme without charge. Please ask us for a complaint form.

Address:

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Boreham
WD6 1JH

Phone:

0333 321 9418

Website:

<https://www.theprs.co.uk/>

We'll give you all of the information on how to do this with our Stage Three response, but you can always visit their site for more information.

If you do wish to contact The Property Redress Scheme, you must do it within 12 months of our Stage Three response. The Property Redress Scheme will only consider your complaint after you've gone through our complaints procedure, so please always start by contacting us directly. We'll try to get the problem sorted as soon as possible.