



LETTINGS &  
MANAGEMENT

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Suite A, Basilica House,  
334 Southend Road, Wickford SS11 8QS  
[www.baillie-white.co.uk](http://www.baillie-white.co.uk)

## Complaints Procedure

As a PRS member agent, Baillie White Lettings & Management aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following complaints procedure.

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

[lettings@baillie-white.co.uk](mailto:lettings@baillie-white.co.uk) or alternatively

Baillie White Lettings & Management  
Suite A Basilica House  
334 Southend Road  
Wickford  
SS11 8QS

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established in-house procedures.

A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact Philippa Baillie-White who will review the complaint.

Following the conclusion of our in-house review we will write to you with a final written statement. If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Property Redress Scheme – Baillie White Lettings & Management **PRS028216**.

