



# HAVE WE DONE SOMETHING WRONG?

When dealing with property we know from time to time things don't always go as smoothly as we'd hope. Swift Haven will always do our absolute best to correct any mistakes as we wholeheartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

## What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly, please contact Swift Haven's Managing Director as they will have detailed knowledge of you and your property. Swift Haven will work with you to put things right.

### Stage One – Formal Complaint

Occasionally the local team can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with Swift Haven. To put your mind at ease, they will touch base with you within three working days so you know we are looking into it for you. After this, they will liaise with a senior member of staff within the region where the property is based who will provide a full response in writing within 15 working days.

### Stage Two – Formal Complaint

If after receiving our response in writing you still consider your complaint to be unresolved, please let Swift Haven know. Your complaint will be placed in the care of Maz Khoja, Managing Director. Maz's team will be in touch within three working days assuring you the matter is in hand.

A further full and independent review will be carried out by a dedicated Customer Care Associate to understand the background, the impact it is having on you and how we can resolve the matter. A full and final response will be sent to you within 15 working days.

## Customer Care

Swift Haven Nine 6  
Redhill Drive  
Edgware  
HA8 5JN

[info@swift-haven.co.uk](mailto:info@swift-haven.co.uk) 01344

### Stage Three – Pass your complaint to Independent Redress

If the our team are unable to resolve your complaint or more than 8 weeks has passed since you first made your complaint you can refer the case to the Property Redress Scheme. This is a free independent service and they will undertake a full case review and the actions Swift Haven have taken to try to resolve the case. Swift Haven are members of The Property Redress Scheme (PRS).

## The Property Redress Scheme

The Property Redress Scheme  
Premier House, 1<sup>st</sup> Floor  
Elstree Way,  
Borehamwood  
WD6 1JH

0333 321 9418  
[info@thepres.co.uk](mailto:info@thepres.co.uk)  
[www.thepres.co.uk](http://www.thepres.co.uk)

Please note that any referral to The Property Redress Scheme must be made within 12 months of receiving our full and final response.