SOUTHERN COUNTIES MANAGEMENT LIMITED

COMPLAINTS PROCEDURE

Last reviewed: November 2026

1. Our Commitment

Our aim is to provide a first-class, professional service and to do everything reasonably possible to ensure that those dealing with us are satisfied with the service they receive.

We recognise that there may be occasions when someone is dissatisfied with an aspect of our service. Where this happens, we are committed to considering concerns fairly, professionally and promptly.

2. Raising a Concern

If you are unhappy with any aspect of the service you have received, we would encourage you, in the first instance, to telephone or email the person who has been dealing with your matter.

Many concerns can be resolved through an initial conversation without the need for a formal complaint. However, you are not required to take this step before making a formal complaint.

If you remain dissatisfied, or would prefer to make a formal complaint immediately, please set out your complaint in writing to:

Mrs Sharon Turner, Managing Director
Southern Counties Management Limited
PO Box 006, Enterprise Way
Edenbridge, Kent TN8 6HF
Email: sharonturner@scml.management

Where a complaint concerns a member of staff, it will be reviewed by the Managing Director or another appropriately senior person who can consider the matter objectively.

3. Making a Formal Complaint

To assist us in investigating your complaint, we would ask that you provide the following information, where applicable:

- An outline of your complaint, explaining why you are dissatisfied with the service received.
- Details of what you would like us to do to resolve the matter.
- Relevant information, including the names of individuals involved, dates and times of incidents and details of previous communications.
- Copies of any relevant written correspondence.
- Any other documents or evidence supporting your complaint.

If you have difficulty submitting your complaint in writing, please contact us so that we can discuss appropriate assistance or alternative arrangements.

4. How We Will Deal With Your Complaint

We will investigate the matters raised and maintain an appropriate record of the complaint, our enquiries and the outcome.

Acknowledgement — Within 3 Working Days

We will acknowledge receipt of your formal complaint within three working days. Our acknowledgement will also provide information about our membership of the Property Redress Scheme and how to access its independent complaints service.

Investigation and Response — Within 10 Working Days

We aim to provide a full written response within 10 working days of our acknowledgement. If we require additional time to investigate, we will explain the reason for the delay and provide an estimated date for our response.

Our response will address the matters raised, explain our findings and identify any action we propose to take, where appropriate.

We aim to conclude our internal complaints procedure within eight weeks of receiving a formal written complaint.

5. Conclusion of Our Complaints Procedure

Following our investigation, we will issue our final written response setting out SCML's position.

Where we have fully considered the matters raised, we may regard our internal complaints procedure as concluded. We will consider any genuinely new or material information subsequently provided but may decline to enter into repeated correspondence concerning matters already addressed where no new information is presented.

Our final response will explain the complainant's right to approach the Property Redress Scheme, where the complaint is eligible for independent consideration.

6. The Property Redress Scheme

Southern Counties Management Limited is a member of the Property Redress Scheme (PRS), a government-approved independent redress scheme.

If you remain dissatisfied with our final response, or your complaint has not been resolved within eight weeks, you may be entitled to refer the matter to the PRS.

Under the Scheme's published eligibility criteria:

- You should first have raised your complaint with us in writing and given us the opportunity to investigate and respond.
- The Scheme normally requires that we have been allowed up to eight weeks to resolve the complaint. Where a final response has been issued earlier and the matter is at deadlock, an earlier referral may be possible, subject to the Scheme's rules.
- Your referral should be made within 12 months of our last communication relating to the complaint.
- The PRS will determine whether the complaint falls within its remit and meets its eligibility criteria.

The service is free of charge to complainants.

7. Property Redress Scheme Contact Details

Property Redress Scheme
Website: www.propertyredress.co.uk
Email: info@theprs.co.uk
Telephone: 0333 321 9418
Postal address: Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, Hertfordshire WD6 1JH

Complaints can be submitted directly to the PRS using its published complaints process.