

At Bernills, we are committed to providing high-quality service.

If something goes wrong, we want to hear about it so we can resolve the issue and improve our services.

Step 1: Initial Complaint Submission

1. Submit Your Complaint in Writing

- Send an email or letter detailing your complaint. Please include:
 - Your name and contact details.
 - The property address (if applicable).
 - A description of the issue and relevant dates.
 - Copies of any supporting documents (emails, letters, receipts, photos, etc.).
- **Email:** complaints@bernills.com
- **Mailing Address:** Bernills Ltd, 124 City Road, London EC1V 2NX

2. Timeline for Response

- We will acknowledge receipt of your complaint within **3 business days**.
- A formal response will be provided within **15 business days** of receiving your complaint.

Step 2: Internal Review

1. Escalation to a Senior Manager

- If you're unsatisfied with the initial response, you may request an internal review.
- A senior manager will assess your complaint and issue a further response within **10 business days**.

2. Expected Outcome

- We aim to reach a fair resolution, which may include corrective actions, compensation (if applicable), or an apology.

Step 3: External Redress

If, after our internal review, you remain dissatisfied, you may escalate your complaint to our redress scheme.

1. Contact Our Redress Scheme

- We are members of The Property Redress Scheme (PRS)
- Our membership number is PRS023270.
- You can contact them directly once you've completed our internal complaints process or if eight weeks have passed without a resolution.

2. Contact Details:

- **Property Redress Scheme (PRS)**
 - Website: www.theprs.co.uk
 - Phone: 0333 321 9418

Step 4: Propertymark

If you still remain dissatisfied after complaining via the **PRS**, you may escalate your complaints to Propertymark. We are members of Propertymark.

1. Download the Propertymark Complaints Form:

<https://www.propertymark.co.uk/professional-standards/complaints.html>

2. Complete and return to Propertymark

- **Post:** Regulation, Propertymark, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG
- **Email:** compliance@propertymark.co.uk

Additional Information

We strive to resolve all complaints in a professional and timely manner.

For any further assistance, please contact our customer service team at 0203 0028248.