

# Notts Relocate Ltd Complaints Procedure – July 2026

At Notts Relocate Ltd, we are committed to dealing with complaints fairly, consistently and professionally. To ensure all complaints are properly recorded and reviewed, **all complaints must be submitted using our official complaints form and be evidenced based.**

**COMPLAINTS:** [https://form.jotform.com/261723918297064?utm\\_source=chatgpt.com](https://form.jotform.com/261723918297064?utm_source=chatgpt.com)

We do **not** accept formal complaints by telephone, WhatsApp, text social media, or verbally.

## Complaints About Another Tenant

If your complaint relates to another tenant, you should first make reasonable efforts to resolve the matter directly with them before escalating it to us, unless it would be unreasonable or unsafe to do so and demonstrate that you have done so in writing. If the issue remains unresolved, you must submit your complaint using the form above and provide:

- Full details of the issue;
- Relevant dates and times;
- Any supporting evidence (photos, videos, messages or witness statements).

Please note, disputes between tenants must be evidence-based. As managing agents, we are required to remain impartial and can only act on verifiable evidence. If there is no evidence or witness it is unlikely we can do anything.

## Complaints About Notts Relocate Ltd or a Member of Staff

If your complaint relates to our agency (e.g maintenance) or a member of staff, it must also be submitted through the complaints form. You should provide all relevant information and supporting evidence at the time of submission. Any decision made will be based on the evidence available. We aim to review and respond to all agency complaints within **14 days**.

## PRS Escalation

If you remain dissatisfied with the outcome of a complaint concerning our agency, you may refer the matter to the **Property Redress Scheme (PRS)**, of which we are members. Further information can be found via the PRS website: <https://www.propertyredress.co.uk>

