

## PROCEDURE FOR DEALING WITH COMPLAINTS

PRUPIM is committed to dealing with both existing and prospective occupiers and suppliers in a fair and professional manner at all times.

If you are dissatisfied with the service that you have received then we encourage you initially to discuss your concerns with your usual point of contact, who is ordinarily best placed to resolve the matter quickly and satisfactorily.

If you remain unhappy with the outcome, then please provide details of your complaint in writing (by letter or email) to PRUPIM's Customer Relationship Manager at the contact details below:

David Woodman  
Associate Director: Customer Relations  
PRUPIM  
City Place House  
55 Basinghall Street  
London EC2V 5DU

Email: [customerservice@prupim.com](mailto:customerservice@prupim.com)

Upon receipt we will:-

- acknowledge your letter or email as early as possible, usually within 48 hours of receipt;
- investigate your complaint and keep you regularly updated;
- provide a written response to your complaint within a further 10 working days, or notify you if an additional period is required.

If you remain dissatisfied with the progress or outcome of your case, then you may request a review by a senior manager.

PRUPIM is a member of the Commercial Landlords' Accreditation Scheme (CLAS) and further complaints may be referred to this organisation at: [www.clascheme.org.uk](http://www.clascheme.org.uk)

This policy complies with the Code for Leasing Business Premises in England & Wales 2007.