



PROCURO COMPLAINTS POLICY

Address: 2 Nottingham Court, London, WC2H 9BF | Telephone: 020 7871 5001 | Email: hello@theprocuero.com

1. Definitions and Interpretation

In this Complaints Policy the following expressions have the following meanings:

1. **“Appeal”** means a request from a Customer to escalate a Complaint to Level Two following an unsatisfactory outcome at Level One.
2. **“Appeal Handler”** means a senior manager or director of Procuero Limited who will handle Level Two Complaints and who was not involved at Level One.
3. **“Working Day”** means Monday to Friday, excluding UK public holidays.
4. **“Complaint”** means a complaint about the services provided by Procuero, about our customer service, or about our staff or contractors.
5. **“Complaints Form”** means our standard complaints form available by request or via our website.
6. **“Complaint Handler”** means an employee or manager of Procuero who will handle Level One Complaints and who is not directly involved in the matter complained about.
7. **“Complaints Policy”** means this document.
8. **“Complaint Reference”** means a unique code assigned to a Complaint that will be used to track that Complaint.
9. **“Customer”** means a service user of Procuero (including vendors, buyers, landlords, tenants, and applicants).
10. **“Decision Letter”** means a letter or email sent by a Complaint Handler or Appeal Handler informing the Customer of the outcome of their Complaint.
11. **“External Resolution”** means the referral by a Customer of a Complaint to The Property Ombudsman (TPO) if the Customer is not satisfied with the outcome at Level Two or if 8 weeks have passed without a Final Response.
12. **“Investigation Report”** means the report prepared by a Complaint Handler or Appeal Handler detailing their investigation.
13. **“Level One”** means the first stage in this Complaints Policy under which Complaints will be handled by a Complaint Handler.
14. **“Level Two”** means the second stage in this Complaints Policy under which a Customer may appeal the outcome of a Level One Complaint and under which Complaints will be handled by an Appeal Handler.
15. **“Professional Body”** means ARLA Propertymark.
16. **“Recommendation”** means the recommended resolution to a Complaint made by a Complaint Handler or Appeal Handler.
17. **“Resolution Action”** means the available actions to be taken in response to a Complaint as detailed in Section 8.

2. What this Complaints Policy Covers

1. This Complaints Policy applies to complaints pertaining to the provision of services by Procuero, to our customer service and to our staff and contractors.
2. For the purposes of this Complaints Policy, any reference to Procuero also includes our employees, agents and subcontractors.
3. Complaints may relate to any of our activities and may include (but are not limited to):
 1. The quality, timeliness or accuracy of our service.
 2. The behaviour and/or professional competence of our staff.
 3. Fees, charges or communication clarity.
4. The following do not constitute Complaints under this Policy (we will signpost appropriately):
 1. General questions about our services.
 2. Matters concerning contractual or other legal disputes better addressed by legal processes.
 3. Formal requests for information or data rights requests (see our Privacy Notice).

3. Receipt and Recording of Complaints

1. Customers may make Complaints to Procuero using any of the following methods:
 1. In writing, addressed to: Complaints, Procuero, 2 Nottingham Court, London, WC2H 9BF;
 2. By email to: **hello@theprocuero.com**;
 3. Using our Complaints Form (available on request or via our website);
 4. By telephone on 020 7871 5001; or in person by appointment.
2. Upon receipt of Complaints, we will:
 1. Assign a Complaint Reference and record the complaint securely under the relevant file;
 2. Acknowledge receipt within **3 Working Days** via your preferred contact method and confirm the Complaint Reference, the assigned Complaint Handler and a copy/link to this Complaints Policy.

4. Complaint Information

1. To help us resolve your complaint quickly, please provide as much detail as reasonably possible:
 1. Your name, address, telephone number and email address, indicating any preferred method of communication;
 2. If represented by a third party, the representative's details and your consent;
 3. The property details and relevant dates or events;
 4. Names of any staff involved (if known);
 5. Any relevant documents or evidence you wish to share;

6. What you would like us to do to put things right.
2. If information is missing or unclear, we will contact you promptly to request the details we need and explain why they are required.

5. Complaint Levels

1. Procuero operates a two-stage complaints handling procedure. Upon receipt, all new Complaints will be handled under **Level One**. We aim to resolve complaints swiftly and fairly at this stage.
2. If you are not satisfied with the Level One outcome, you may request an **Appeal** and the complaint will be handled under **Level Two** by a senior manager/director not involved at Level One.
3. If you remain dissatisfied after Level Two or if **8 weeks** have passed since your complaint without a Final Response, you may seek **External Resolution** via The Property Redress (PRS) within **6 months** of our Final Response.

6. Level One Complaints

1. Upon receipt, a Complaint Handler who is not directly involved in the matter will assess validity and proceed to investigate.
2. Acknowledgement: within **3 Working Days** of receipt.
3. Investigation and response: within **15 Working Days** of acknowledgement. If we need more time (e.g., awaiting third-party information), we will explain why and provide a revised date.
4. If the complaint relates to a particular staff member, that person will not contact you about the complaint and will not handle the complaint.
5. We may request additional information or evidence if necessary, explaining why and how this will help resolution. Any delays will be communicated.
6. Outcome: You will receive a clear Decision Letter setting out our decision, reasons, any Resolution Action(s), and how to escalate to Level Two.
7. You have **20 Working Days** from the Level One decision to request an Appeal to Level Two.

7. Level Two Complaints

1. Appeals must be requested within **20 Working Days** of the Level One Decision Letter and should explain why you remain dissatisfied.
2. Acknowledgement: within **3 Working Days**.
3. Review and response: within **20 Working Days** of acknowledgement. If we need more time, we will explain why and provide a revised date.
4. An Appeal Handler (a senior manager or director not involved at Level One) will re-examine the complaint impartially and may speak with relevant parties.
5. Final Response: You will receive a Decision Letter confirming our final position, reasons, any Resolution Action(s), and details of how to refer to Property Redress (PRS) within **6 months** if you remain dissatisfied.

8. Resolution Actions

When handling Complaints, Complaint Handlers and Appeal Handlers may select from the following Resolution Actions, as appropriate to the facts and circumstances of a Complaint:

1. Acknowledge the complaint, empathise and offer an explanation.
2. Acknowledge the complaint, admit mistakes where applicable and offer an appropriate remedy which may include a goodwill gesture or compensation (assessed case-by-case and in line with PRS guidance and legal/contractual obligations).
3. Take corrective action (e.g., complete outstanding work, rectify records, adjust fees where appropriate), provide staff coaching/training, or revise processes to prevent recurrence.

9. External Resolution

1. As Procuco Limited is a member of **The Property Redress Scheme (PRS)** (Membership No. **PRS036438**), Customers have the right to seek External Resolution from TPO if they are not satisfied with the outcome at Level Two or if 8 weeks have passed since the initial complaint without a Final Response.
2. PRS Contact Details:
 - Website: <https://www.propertyredress.co.uk>
 - Telephone: 0333 321 9418
 - Email: info@propertyredress.co.uk
 - Address: Property Redress, Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH
3. Referrals to PRS must be made within **12 months** of our Final Response. We will co-operate fully and promptly with PRS requests.

10. Professional Regulator

1. Procuco is a member of **ARLA Propertymark**. Customers may raise concerns with ARLA Propertymark regarding alleged breaches of professional conduct. ARLA Propertymark handles referrals in accordance with its own rules and procedures.

11. Implementation of Resolution Actions

Upon the conclusion of a Complaint, whether at Level One or Level Two or by External Resolution, the Resolution Action(s) settled upon will be implemented promptly.

Responsibility for implementation lies with the relevant senior manager/director and may be delegated as appropriate.

12. Recording of Resolution Actions

Upon conclusion and implementation of applicable Resolution Action(s), we will record the outcome under the relevant file and update our complaints log for monitoring and learning purposes.

13. Confidentiality and Data Protection

1. All Complaints, Appeals, evidence and other information gathered, held and processed under this Complaints Policy are treated confidentially and shared only with staff who need access to resolve the complaint or to undertake quality assurance.
2. We comply with UK GDPR and the Data Protection Act 2018. We collect only necessary personal data, use it lawfully (e.g., to perform a contract, meet legal obligations, pursue legitimate interests, or with consent where required), keep it secure, and retain it for no longer than necessary.
3. Typical retention for complaints is **6 years** from closure unless a longer period is required by law, regulation, insurance or due to ongoing disputes. After this, data will be securely deleted or anonymized.
4. Your data rights include access, rectification, erasure (where applicable), restriction, objection, and portability (where applicable). You can contact us at hello@theproкуро.com. You also have the right to complain to the ICO: <https://ico.org.uk>
5. If complaint details are used for training or service improvement beyond this process, we will remove personal identifiers or seek your consent where identification remains likely.
6. Our Privacy Notice provides full details www.theproкуро.com/privacy (please visit for the latest information).

14. Procedure Review and Responsibility

1. Overall responsibility for this Complaints Policy and its implementation lies with senior management.
2. This Complaints Policy will be reviewed at least annually and updated as required to reflect changes in regulation, TPO guidance, and best practice.
3. This Complaints Policy was adopted on: *01st April 2023*
4. This Complaints Policy was last reviewed on: *25 November 2025*.

Note: This Complaints Policy is intended to be clear and accessible. If you need it in another format or language, please contact us at hello@theproкуро.com