



COMPLAINTS PROCEDURE

CHELLA PROPERTY SERVICES LTD is committed to providing a high standard of service to all our clients and tenants. If you feel that we have fallen short of these standards, we encourage you to follow our complaints procedure outlined below.

1. Initial Complaint

If you have a complaint, please contact us as soon as possible. You can do this by:

- **Email:** complaints@chella.properties
- **Phone:** 01869 932024
- **Post:** 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ

Please provide the following details:

- Your name and contact information.
 - The property address (if applicable).
 - A clear description of the issue.
 - Any supporting evidence (e.g., photos, correspondence).
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2. Acknowledgment

We will acknowledge receipt of your complaint within **3 working days**. At this stage, we may request additional information to fully understand the issue.

3. Investigation

Your complaint will be investigated by a senior member of our team. We aim to provide a full response within **15 working days**. If the matter is complex and requires more time, we will inform you of the revised timeline.

4. Resolution

We will provide a written response detailing:



- Our findings.
 - Any actions we will take to resolve the issue.
 - Any further steps you can take if you are not satisfied with our response.
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5. Escalation

If you are not satisfied with our response, you may escalate your complaint to an independent redress scheme. CHELLA PROPERTY SERVICES LTD is a member of The Property Redress Scheme. You can contact them as follows:

- **Website:** [Property Redress](#)
- **Phone:** 03333219418
- **Address:** 7th Floor Corn Exchange, 55 Mark Lane, London, England, EC3R 7NE

Please note that you must escalate your complaint within **12 months** of our final response.

6. Legal Recourse

If the issue remains unresolved after escalation, you may seek legal advice or pursue the matter through the courts. Tenants and landlords can also contact their local council or Citizens Advice for further support.

ADDITIONAL NOTES

- **For Tenants:** You have the right to report issues such as disrepair, harassment, or unfair treatment. We are committed to addressing these concerns promptly and fairly.
 - **For Landlords:** You have the right to raise concerns about our management services or tenant-related issues. We will work with you to resolve these matters efficiently.
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