



**SHUFFLE RESIDENTIAL**  
PROTECTING YOUR INVESTMENTS

## Shuffle Residential Limited

### Complaints Handling Procedure

This document serves as a guideline on our complaints procedure we follow in response to dealing with any customer complaints.

1. In the first instance, your complaint should be addressed in writing to the person responsible for your complaint. Whether you are a tenant or landlord, please contact our property management team via email at [pm@shuffleresidential.co.uk](mailto:pm@shuffleresidential.co.uk) in the first instance.
2. After 3 working days, if your complaint has not been resolved to your satisfaction or responded to by your account manager, you can request for your complaint to be escalated to the Director of Shuffle Residential Limited, Mr David Evestaff. Alternatively, please do not hesitate to contact him via e-mail on [David@shuffleresidential.co.uk](mailto:David@shuffleresidential.co.uk)
3. If you have initially made your complaint verbally, in person or on the telephone, please also make it in writing addressed to the Director.
4. Once we have received your written complaint, the Director will contact you in writing within 7 working days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
5. Within 21 days of receipt of your written summary, the Director will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will be taken.
6. If you are dissatisfied with the result of the above, please refer your complaint to The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.