

Complaints Procedure

As a PRS member agent, Vesta Sales and Lettings Ltd aims to provide the highest standards of service to all clients, but to ensure that your interests are safeguarded, we offer the following complaints procedure.

If you believe you have a grievance, please write to us in the first instance at the address below:

hello@vesta-essex.co.uk or alternatively

Vesta Sales and Lettings Ltd
C1B, 30 Brunel Road
Benfleet
SS7 4PS

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with our in-house procedures.

A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact Phillippa Baillie-White or Rachel Ollington who will review the complaint.

Following the conclusion of our in-house review we will write to you with a final written statement. If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Property Redress Scheme – Vesta Sales and Lettings Ltd **PRS035381**.

