

GREYKEY ESTATES

Complaints Procedure

Professional complaint handling for sales, lettings, property management and client service matters.

Registered name	Greykey Estates Limited
Registered office	13 Brearton Street, Bradford, BD1 3ED
Telephone	0330 133 7377
Email	info@greykeyestates.co.uk
Website	www.greykeyestates.co.uk
Version	2.1
Effective date	28 June 2026

Certified and accredited by Propertymark. Client Money Protection provided via Propertymark.



Precision. Integrity. Accountability.

Purpose and commitment

Greykey Estates Limited is committed to delivering a professional, fair and responsive service. When something goes wrong, we want to know so that we can investigate properly, respond clearly and improve our standards where necessary.

This procedure applies to complaints relating to our estate agency, lettings, property management, valuation, sales progression, tenancy administration and customer support services.

Reasonable adjustments

We will, where appropriate, make reasonable adjustments for complainants who may be disadvantaged because of age, disability, health, bereavement, lack of knowledge, language barriers, economic circumstances or other vulnerability factors. Please tell us if you need information in a different format, need more time, or would like someone to support you when making a complaint.

How to make a complaint

Please put your complaint in writing by letter or email, and include as much detail as possible so that we can investigate it properly.

Address	Complaints Manager Greykey Estates Limited 13 Brearton Street Bradford BD1 3ED
Email	info@greykeyestates.co.uk
Telephone	0330 133 7377
Website	www.greykeyestates.co.uk
Subject line	Complaint - [your name / property address]

Please include:

- your full name and preferred contact details;
- the property address or transaction reference, where relevant;
- the dates, people involved and key events;
- copies of relevant emails, messages, photographs, invoices or other evidence;
- what outcome or remedy you are seeking.

Our complaints process

Stage	What happens	Timescale	Outcome
1	Complaint received	Day 0	Complaint logged and allocated for review.
2	Acknowledgement	Within 3 working days	We confirm receipt and start our in-house process.
3	Investigation	Within 15 working days of receipt	We investigate and issue a formal written response addressing the complaint and any proposed resolution.

Stage	What happens	Timescale	Outcome
4	Final review	Within 15 working days of escalation where possible	If you remain dissatisfied, we review the matter further and issue our final viewpoint.
5	Eight-week position	Within 8 weeks of the first complaint	If the matter has not been resolved within 8 weeks, you may refer it to The Property Ombudsman even if a final viewpoint has not been issued.

We will always aim to deal with complaints fairly, promptly and proportionately. Where a complaint is complex, we will keep you updated and explain if more time is needed.

Independent redress: The Property Ombudsman

If you remain dissatisfied after receiving our final viewpoint letter, or if more than eight weeks have passed since your complaint was first made, you can request an independent review from The Property Ombudsman without charge.

You must usually submit your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter, including any evidence to support your case.

Name	The Property Ombudsman
Telephone	01722 333306
Website	www.tpos.co.uk
Consumer complaint page	www.tpos.co.uk/consumers/make-a-complaint
Postal address	The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

Propertymark conduct issues

Greykey Estates Limited is certified and accredited by Propertymark. If you remain dissatisfied after our internal dispute resolution attempts, and your concern relates to a possible breach of Propertymark conduct or membership rules, you may refer the matter to Propertymark.

Propertymark can investigate conduct and membership-rule issues. Propertymark is not a compensation scheme and does not have power to award compensation. The Property Ombudsman remains the relevant independent redress route for service complaints and compensation or redress outcomes.

Name	Propertymark
Telephone	01926 496 800
Email	help@propertymark.co.uk
Website	www.propertymark.co.uk/professional-standards/complaints.html
Address	Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

Records, confidentiality and review

We will keep complaint records, correspondence, evidence, investigation notes and outcome letters securely and confidentially. Complaint information will only be shared where necessary and lawful, including with legal advisers, insurers, professional indemnity providers, regulators, ombudsman schemes, Propertymark or other relevant bodies.

This procedure will be reviewed at least annually, or sooner if regulatory, legal, Propertymark, Ombudsman or business requirements change. Staff involved in complaint handling will be briefed on this procedure and the required escalation routes.

Document control

Document owner	Managing Director, Greykey Estates Limited
Approved for use	Greykey Estates website, onboarding packs and internal compliance file
Next review	28 June 2027, or earlier if required
Version control	Version 2.1 – Propertymark conduct escalation wording added and branding refreshed

