

Complaints Procedure

How to raise and escalate a complaint

Document	Complaints Procedure
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Atlantic Keys Ltd aims to provide a professional, responsive service. If something goes wrong, we want to understand the issue and put matters right where we reasonably can.

How to make a complaint

Please raise your complaint in writing so that we have a clear record of the issues and the outcome you are seeking. You can email hello@atlantic-keys.co.uk or write to our Plymouth office.

Stage 1 - Initial review

- We aim to acknowledge a written complaint within 3 working days.
- The complaint will be reviewed by an appropriate member of Atlantic Keys Ltd who will gather relevant records and information.
- We aim to provide a substantive written response within 15 working days. If more time is required, we will explain why and provide an update.

Stage 2 - Final internal review

If you remain dissatisfied, you may ask for a final internal review. The matter will be reviewed by the Managing Director or another senior person not previously responsible for the response where practical. We aim to issue our final written viewpoint within 15 working days of the escalation and, in any event, to complete our internal complaints process within eight weeks of the original written complaint wherever possible.

Independent redress

Atlantic Keys Ltd is a member of the Property Redress Scheme (PRS). If you have received our final viewpoint and remain dissatisfied, or if eight weeks have passed without resolution, you may be able to refer an eligible complaint to the PRS. The PRS is independent of Atlantic Keys Ltd and is free for consumers to use. Complaints must meet the PRS acceptance criteria and applicable time limits.

Property Redress Scheme: theprs.co.uk

Complaints involving client money

Where a complaint specifically concerns protected client money, additional scheme processes may apply through our Client Money Protection provider. We will provide the relevant scheme information or current certificate on request.

Fair treatment and records

Making a complaint will not affect the level of service you are entitled to receive. We keep complaint records for monitoring, regulatory, insurance and legal purposes in accordance with our Privacy Policy.

Send complaints to
Office 4
Metal Solutions
Darklake View
Plymouth
PL6 7TL
United Kingdom
Email: hello@atlantic-keys.co.uk
Telephone: 01752 921700
Website: atlantic-keys.co.uk