



MY CITY NEST

Complaints Procedure for My City Nest LTD

As a member of Propertymark ARLA and the Property Redress Scheme, we are committed to providing the highest standards of service. However, if you feel dissatisfied with our service, please follow our complaints procedure below to ensure your concerns are addressed promptly and fairly.

Step 1: Initial Complaint

If you have a complaint, please address it with your primary point of contact at our agency. We encourage you to explain your concerns fully, as this allows us to respond quickly and, ideally, resolve the issue at this early stage.

Step 2: Escalating the Complaint

If the response from your point of contact does not resolve your complaint to your satisfaction, you may escalate it by writing to the **Branch Manager** or **Head of Lettings**. Please include:

- Details of the complaint
- What outcome you are seeking
- Any relevant supporting documents

You can send this by email or post to:

Zubair Malik

My City Nest LTD

Oasis Serviced Offices, 85-87 Bayham Street, London, NW1 0AG

hello@mycitynest.com

We aim to acknowledge your complaint within three working days and provide a detailed response within 15 working days.

Step 3: Internal Review

If you are not satisfied with the Branch Manager's response, you may request an internal review by our **Director (Danny Valencia)**. Please submit your request in writing within 28 days of receiving the initial response. We will confirm receipt within three working days and respond within 15 working days of reviewing your complaint.

Step 4: Referral to the Property Redress Scheme

If you remain dissatisfied after the internal review, you can refer your complaint to the **Property Redress Scheme**. As a Propertymark ARLA member, we are required to engage with the Property Redress Scheme, which offers an independent dispute resolution service.

You may contact them at:

Property Redress Scheme

Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Telephone: 0333 321 9418

Website: <https://www.theprs.co.uk>

Please note that the Property Redress Scheme may require you to complete our internal complaints process before considering your case.

Step 5: Contacting Propertymark ARLA

If your complaint remains unresolved, you can also contact Propertymark ARLA for additional support. They can be reached at:

Propertymark ARLA

Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

Telephone: 01926 496 800

Website: <https://www.propertymark.co.uk>

We value your feedback, as it helps us improve our services. Thank you for bringing your concerns to our attention, and we are committed to resolving them to your satisfaction.