

Complaints Procedure – Golden Tree Estates

At Golden Tree Estates, we are committed to providing a high standard of service. If something goes wrong, we want to know so we can put it right as quickly as possible.

Stage 1 – Initial Complaint

If you have a complaint, please contact us in writing with full details, including your name, property address (if applicable), and the nature of your complaint.

We will acknowledge your complaint within 3 working days of receipt.

Your complaint will be reviewed by a senior member of staff, and we will provide a formal written response within 15 working days.

Stage 2 – Escalation

If you are not satisfied with our initial response, you may request a further review. This will be carried out by a director or another senior member of the team not previously involved in the complaint.

We will respond with our final viewpoint within 15 working days of your escalation request.

Stage 3 – Independent Redress

If you remain dissatisfied after receiving our final response, you may refer your complaint to an independent redress scheme.

You must do so within 12 months of receiving our final response.

Additional Information

- Complaints must be made in writing.
- We will keep you informed if additional time is required.
- All complaints are handled confidentially and in line with data protection requirements.