Winkworth Dispute Resolution Procedure



Winkworth

for every step...

The procedure

Winkworth is a franchise, operated by Winkworth Franchising Limited. The following notes are provided for your guidance in the event that you have an issue or dispute against any Winkworth office, all of which are independently owned and operated.

Please note that the resolution process is a written one, ensuring that all correspondence with both parties is clearly recorded.

Notes for the Guidance of Consumers

All Winkworth offices are members of the Property Redress Scheme (PRS). Complaints relating to the services provided by a Winkworth office are dealt with by the independently owned and operated franchisee responsible for that office.

The Procedure

Stage 1

If you have a complaint regarding a Winkworth office, please submit your complaint in writing the franchisee of the Winkworth office your complaint relates to. Upon receipt, the relevant franchisee will acknowledge the complaint and provide a written response within seven working days. The franchisee is responsible for investigating the complaint and responding directly to the complainant. Both parties are encouraged to work constructively towards resolving the matter as quickly as possible. WFL does not investigate complaints, determine liability, adjudicate disputes or make findings regarding the substance of a complaint.

Stage 2

If the complaint remains unresolved following the franchisee's final written response, the complainant may refer the matter to the Property Redress Scheme (PRS) for independent review and consideration. WFL will not undertake any further review of the complaint.

Property Redress Scheme
Premiere House, 1st Floor
Elstree Way
Borehamwood
WD6 1JH

Telephone: 0333 321 9418

Email: info@theprs.co.uk

Website: www.theprs.co.uk

Reservation of Rights by WFL

WFL reserves the right to investigate matters separately where a complaint raises concerns regarding compliance with the Franchise Agreement, legal or regulatory obligations, professional conduct, consumer protection requirements, data protection obligations, or any matter which may adversely affect the Winkworth brand. Any such investigation is separate from the complaint resolution process and does not involve WFL determining liability between the complainant and the franchisee.

PLEASE NOTE: Disputes between landlords and tenants are not covered by the procedures outlined above. However, as the agent we would hope to be in a position to assist both Parties to resolve any issues, even though there may be no obligation on our part to do so.