

When you buy one of our properties you can rest assured that you will always receive a friendly and professional service, however we do know that sometimes things can go wrong.

If a complaint has already been made and cannot be resolved at the point of contact, you can escalate your issue using the guide below.

Step One

Please send an email to complaints@elevatepropertygroup.co.uk; your email should provide a brief summary of the nature of the issue, what department you have been dealing with and in your own words why your issue has not been dealt with in the correct manner together with your contact details.

Our commitment to you will be to respond within 48hrs acknowledging receipt of this email.

If an email is made over the weekend, or public holiday, the complaints team will respond as soon as possible.

Step Two

Our Complaints Team will then collate all the information and investigate the issue with the relevant department.

The Complaints Team will then contact you directly - no later than 7 working days - from receipt of your email with the findings of the initial investigation.

Step Three

At this point if you feel that you have not reached a satisfactory resolution, or a resolution cannot be agreed with the Complaints Team, you can request to escalate the issue to a Director.

You will be contacted by a Director who will attempt to resolve the issue within 7 working days from receipt of this email.

Step Four

In the unlikely event that at this stage you have not reached a satisfactory conclusion to your issue this will be escalated to the Managing Director who will investigate the matter and aim to respond within 14 working days.

Step Five

Should you remain dissatisfied after exhausting our internal complaints procedure, you may be advised to refer your complaint for independent mediation, and/or resolution via the Warranty Provider.
