

Complaints Procedure

In the regrettable situation that you wish to make a complaint about WelcHome Property Group Ltd please follow these steps:

1. Put your complaint in writing addressed to the Director, WelcHome Property Group Ltd, 167-169 Great Portland Street, 5th Floor, London, Greater London, England, W1W 5PF or via email at info@welchomeinternational.com
2. We will acknowledge your complaint in writing within 5 working days. We will also start a full investigation.
3. In line with The Property Redress Scheme a full written outcome will be sent to you within 15 working days.
4. If you are still not satisfied with the outcome, you can raise your complaint with The Property Redress Scheme, following this link

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

The Property Redress Scheme's Consumer Guide can be found following the link <https://www.theprs.co.uk/consumer/how-it-works>