



Complaints Policy

If you are not satisfied with a service you have received from Flying Keys, you should put this complaint or concern to us in writing:

Flying Keys
Mayden House
Long Bennington Business Park
Main Road
Long Bennington
Newark
Nottinghamshire
NG23 5DJ

Your correspondence will be acknowledged within 3 working days and your complaint will then be fully investigated. After a full investigation, we will send you a report within 14 working days.

At this point, we hope your complaint or concern will be dealt with and no further investigations will be required, however, it is a requirement that all Letting Agents belong to an independent redress scheme, which you can refer your complaint to. Independent redress schemes are an impartial service for resolving disputes between agents and consumers.

The complaint must be referred to the independent redress scheme within 12 months of the final decision being made by Flying Keys.

Flying Keys is a member of the following redress scheme:

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

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