

# Winkworth Dispute Resolution Procedure

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# DISPUTE RESOLUTION PROCEDURE

Winkworth client relations 020 7355 0204  
clientrelations@winkworth.co.uk

## The procedure

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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) and we aim to provide the highest standards of service to all our clients and other parties. It is a condition of our membership of the Scheme that any issues or disputes are dealt with through our own internal procedure. This provides the opportunity for matters to be resolved before the need to refer to PRS arises.

To ensure that your interests are safeguarded, any disputes are initially dealt with by the office concerned and ultimately by the Franchisor, Winkworth Franchising Limited. If your dispute is not resolved to the mutual satisfaction of all parties you can approach PRS, who will provide an independent review and assessment of the dispute.

### The Procedure

#### Stage 1

If you have an issue or dispute against a Winkworth office, please provide a written summary to the background of the problem(s) and confirm the name of the individual with whom you dealt. Your summary should be addressed to the franchisee of the office against which you have the dispute.

Your written communication will be acknowledged immediately and you will be given a time-scale within which a formal written response will be sent. The formal written response will inform you of the outcome of the initial investigation and any actions taken or to be taken.

#### Stage 2

If you are not satisfied with the initial outcome of the franchisee's investigation, you will be provided with the opportunity to have the matter reviewed by the Franchisor, Winkworth Franchising Limited.

Please provide a copy of your written summary with a covering letter requesting further investigation. Remember to also include copies of all your correspondence with the franchisee and send to:

**Client Relations,  
Winkworth Franchising Limited,  
13 Charles II Street,  
St James's, London,  
SW1Y 4QU**

**Email: [clientrelations@winkworth.co.uk](mailto:clientrelations@winkworth.co.uk)**

#### Stage 3

If you are dissatisfied with the final findings of the Franchisor Review, you are at liberty to have the matter referred to PRS, whose contact details are supplied below. You are also entitled to have your dispute referred to PRS should Winkworth fail to deal with it expeditiously i.e. within eight weeks of the date of written notification to Winkworth.

*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.*

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Contact details for the Property Redress Scheme:

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH  
0333 321 9418 | [info@theprs.co.uk](mailto:info@theprs.co.uk)

**Winkworth**

for every step...