

# Complaints Policy

## Introduction

At Valiant Investments Ltd, we are committed to providing a high-quality service to all our clients. We value feedback and take complaints seriously, as they provide us with an opportunity to improve our services. This policy outlines our procedure for handling complaints to ensure they are dealt with promptly, fairly, and consistently.

## How to Make a Complaint

If you have a complaint about our property sourcing services, please let us know as soon as possible. Complaints can be made in the following ways:

- **Email:** Send an email to [invest@valiantpropertygroup.co.uk](mailto:invest@valiantpropertygroup.co.uk)

## Information Required

When making a complaint, please provide the following information to help us address your concerns effectively:

- Your name and contact details
- A clear description of your complaint
- Any relevant documents or evidence supporting your complaint
- The outcome you are seeking

## Our Complaints Procedure

1. **Acknowledgement:**
  - We will acknowledge your complaint within 5 working days of receipt.
2. **Investigation:**
  - A thorough investigation will be conducted by a senior member of our team who is not directly involved in the matter.
  - We may contact you for further information or clarification if needed.
3. **Response:**
  - We aim to provide a full response within 28 working days of acknowledging your complaint. If the investigation takes longer, we will keep you informed of the progress and the expected resolution date.
4. **Resolution:**
  - We will inform you of the outcome of our investigation and any actions we propose to take. If you are satisfied with the resolution, we will consider the complaint closed.
  - If you are not satisfied with the response, please let us know, and we will review the case further.

## **Further Steps**

If you remain dissatisfied after our final response, you may refer your complaint to the relevant independent authority or ombudsman. We will provide you with the contact details of the appropriate body upon request.

## **Continuous Improvement**

We regularly review complaints to identify any trends or areas for improvement in our services. Your feedback is invaluable in helping us enhance our customer experience.

## **Contact Us**

For any questions regarding this policy or for further assistance, please contact us at [invest@valiantpropertygroup.co.uk](mailto:invest@valiantpropertygroup.co.uk)

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Valiant Investments Ltd is dedicated to ensuring all complaints are handled with the utmost professionalism and confidentiality. Thank you for helping us maintain high standards of service.

**Effective Date:** 1<sup>st</sup> October 2023 **Review Date:** 30<sup>th</sup> September 2024