



SILVER ARCH
PROPERTY SOLUTIONS

Complaints Procedure

Silver Arch Property Solutions Limited aims to provide high quality services to all our customers. However we accept there may be times when you may feel we could have done better. If you have any complaint relating to any service provided by Valerien, you can raise this by emailing info@valerien.co.uk or by using the contact form on this website.

Where a complaint arises, it will be dealt with without prejudice in a prompt fashion. We take all complaints seriously and will investigate what went wrong and provide you with a response. This may be in the form of a written response or a telephone call. We aim to respond to all formal complaints within 20 working days.

To assist our investigation process, when logging a complaint, please provide as much information as possible including the service you are complaining about.

If possible, please provide:

- The full details of the complaint
- The time and date of the issue (if relevant)
- Any details relating to a staff member and/or service provided
- If applicable, any order number
- The details of any interested third party (if applicable) working on behalf of Silver Arch Property Solutions Limited

The more information you can provide to us will aid us in our investigation to ensure we can resolve your complaint as soon as possible.

Please ensure to provide contact details so we can get in touch about your concerns.

Please note your legal statutory rights are not affected when making a complaint.