

If you have a concern regarding work carried out, or want to make a complaint, please contact your local servicing branch in the first instance via the number provided on your paperwork, alternatively you can contact our central customer services team on 0808 271 4251. We will endeavour to respond to your complaint within two working days. If necessary your complaint will be escalated to your local branch manager, who will respond within 5 working days.

If after this process, you feel that your complaint has not been resolved to your satisfaction, you can contact our head office directly via propertycare.hoffice@rentokil.com, or in writing to our Camberley Head Office, as shown above.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted Trader, we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website: <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Similarly for unresolved technical complaints you can contact our trade association, The Property Care Association, via Telephone: 0844 375 4301 Email: pca@property-care.org, for further information please visit their website www.property-care.org

Rentokil

The Experts in Property Care

Rentokil Property Care Limited is registered in England and Wales: Company No. 3004506
Registered Office: Compass House, Manor Royal, Crawley, West Sussex, RH10 9PY



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