



BLACK STAR PI LTD.
Registered in Scotland No: 878005
www.black-starpi.com

COMPLAINTS POLICY

We are committed to delivering world-class services to the highest standard. We are ambitious and dedicated, constantly re-evaluating and improving our customers' experience.

Should you have any tips for us on how to improve, we would love to hear from you!

Similarly, should something go wrong in your experience with us, we would like to hear about this too. Your opinion is important to us and we want to give you a voice which could help us shape the future of our company, as well as give us an opportunity to improve things, however big or small your suggestions might be.

If you would like to give us your feedback:
Please email us on info@black-starpi.com with your comment.

IF YOU HAVE A COMPLAINT

Please email us at complaints@black-starpi.com **within 7 days of the issue arising**, providing as much detail as possible. Let us know what the problem is, and how you'd like us to put things right.

We will acknowledge your complaint within **3 working days** of receipt.

We will then investigate your complaint thoroughly. This may involve requesting additional information. We aim to provide a full written response within **15 working days** from receipt of all relevant information.

If additional time is required, we will inform you and provide an updated timeframe. Our final response will be issued no later than **8 weeks**, except in exceptional circumstances.

STILL NOT HAPPY?

If you're still not happy, you can take your complaint to the Property Investors Mediation Service (PIMS).

If you're not happy with the response you get – or if we fail to get back to you – you can ask for the PIMS to get involved. They provide mediation for property investors and property entrepreneurs.

Our membership details are:

Name	King Kingkof
Membership #	133801

Visit www.thepims.co.uk to raise a complaint.

Complaints Handling

complaints@black-starpi.com

Policy Review Statement

This policy is reviewed annually.

Policy Effective Date

Effective Date: 01.03.2026