

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, included as much detail as possible. We will then respond within the timeframes set out below (if you feel we have not address your complaints within eight weeks, you may refer your complaint to The UK Association of Letting Agents (UKALA) prior to our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of you complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. The office manager who will review your file and speak to the member of staff who dealt with you . A formal written outcome of our investigation will be sent to you within 5 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a additional review to take place by a senior member of staff.
- We will write to you within 21 working days of receiving your request for a review, with our assessment and decision on this matter .

If you remain dissatisfied, you can then contact The UK Association of Letting Agents Limited (UKALA) to request an independent review:

**The UK Association of Lettings Agents Limited
Suite 8 Bourne Gate
25 Bourne Valley Road
Poole
BH12 1DY**

03300 55 33 22

<https://www.ukala.org.uk/online-library/agents-redress-schemes-england/>

Please note the following:

You will need to submit your complaint to The UK Association of Lettings Agents Limited within 12 months of receiving our final decision , including any evidence to support your case.

The UK Association Of Lettings Agents Limited (UKALA) requires that all complaints are addressed through this in-house complaints procedure, prior to being submitted for an independent review.