

# 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 follow the following procedure:

Please send a written formal complaint to our Lettings Director by email to the following address – **louise.barratt@thelettingscollective.co.uk** clearly explaining the specific reasons for your complaint, and how you would like it resolved.

We will acknowledge receipt of your complaint in writing within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. We 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 15 working days of sending the acknowledgement letter.

If you are not satisfied with the full written outcome response you can write to our Director who will arrange for a separate review to take place. In line with TPO (The Property Ombudsman) guidelines we will respond to you with a statement of the final view of the matter within eight weeks of your initial complaint.

If you are still not satisfied with the outcome, you can raise your complaint with TPO and request an independent review.

TPO will request that you have exhausted the internal complaints procedure before contacting them and waited a minimum of eight weeks to allow us to respond to your complaint. Contact with TPO must be within 12 months of the incident you are complaining about.

When you have raised a complaint with TPO they will write to us as agents requesting our Property File and our version of the events. A case officer will then undertake a formal review of your complaint largely based on the documents from both sides.

You can contact TPO using the following methods:

Online	By Post	By Email	By Phone
selfserve.tpos.co.uk	Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP	admin@tpos.co.uk	01722 333 306

Please note: You will need to submit your complaint to TPO within 12 months of the incident you are complaining about, including any evidence to support your case.