

Total Lettings - Complaints Procedure

We Listen

We aim to treat all our customers fairly

- We are committed to giving you, our customer, the service you need. If we fail to deliver this, we would like you to tell us.
- We value the feedback we get from you, both good and bad.
- When we hear from you, we will listen and respond.

If you need to make a complaint we're here to help

To enable us to address your complaint quickly and accurately, please provide us with full details of your concerns, along with any supporting documents. Please tell us what we could do to resolve the matter. Remember to provide us with your name and property address.

To start an investigation into your complaint, we do require your complaint in writing either by letter or email – whichever is easier for you.

- Email: andrewgreen@totallettings.com
- In writing: Andrew Green, Total Lettings, 209 Milton Keynes Business Centre, Haley Court, Foxhunter Drive, Linford Wood, Milton Keynes, MK14 6GD

Our promise to you...

If we are unable to resolve your complaint right away, we will acknowledge receipt of your written communication promptly, usually within 3 working days. At this time we will tell you the name of the person that will be dealing with your concerns.

Within 15 working days of receiving your complaint, we will have the issue resolved or post back to you a final response to your complaint.

If you are still not satisfied with the result of the internal investigation, please inform the Managing Director in writing.

Within 15 working days of receiving your non satisfaction of the internal investigation complaint letter we will either:

- Issue a final response to your complaint or
- Explain why we are not in a position to provide a final response and indicate when we expect to do so.

The Property Ombudsman

On receipt of a final response from the Managing Director, you have the option of referring your complaint to "The Property Ombudsman" if you remain dissatisfied. This is a free service for consumers with complaints.

If you choose to refer your complaint to "The Property Ombudsman" you must do so within six months of receiving our final response.

You should not refer your complaint to the Ombudsman unless you have received our final response. Referring your complaint to the Ombudsman will not affect your legal rights.

If you feel that we have not addressed all your concerns in our final response, please let us know. We can try and resolve your concerns before you consider approaching "The Property Ombudsman".

You do not have to refer your complaint to the "The Property Ombudsman" if you accept our final response or you do not want to pursue your complaint.

Useful address:

The Property Ombudsman can be contacted at:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Telephone: 01722 333306

Fax: 01722 332296

Email: admin@tpos.co.uk

Website: <http://www.tpos.co.uk>

