

## **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, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

### **STAGE 1**

Contact a member of the Keylet team in person or by phone at either of our offices to register the details of your complaint.

If we cannot resolve the matter over the telephone or in person we will ask you to put your complaint in writing. We will send you an acknowledgement of your letter within 3 working days. Your complaint will then be investigated and a written response will be issued within 15 working days of the acknowledgement.

### **STAGE 2**

If you are not satisfied with the reply, a Keylet Manager will review your complaint, the response and your observations. Our final viewpoint of the complaint will be issued to you in writing within 15 working days.

### **STAGE 3**

If you are still unhappy after receiving the final response to your complaint, you can ask The Lettings Property Ombudsman to consider it. This is a free, impartial and independent service. You will need to submit your complaint within 12 months from the date of our final view point correspondence.