

Home Lets Complaints Procedure

Home Lets are committed to providing a professional service to all our clients, if something goes wrong, please tell us about it.

If you have a complaint, please put it in writing, including as much details as possible and we will respond in the time frames 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)

What will happen next ?

- We will respond to all complaints within three working days of receipt, enclosing a copy of this procedure.
- We will investigate your complaint. A formal written outcome of our investigation will be sent to you, within 15 working days of sending the acknowledgement letter.
- If you are still not satisfied, please re contact and we will arrange for the Senior Partner to review the complaint and write to you 15 days confirming our final viewpoint on the matter

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review.

The Property Ombudsman Limited
Milford House
43-45 Milford Street
Salisbury
Wilts
SP1 2BP 01722 333 306 www.tpos.co.uk

Please note

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including evidence to support your case.

The Property Ombudsman required that all complaints be addressed through our in-house complaints procedure, before being submitted for an independent review.