

CUSTOMER COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to Mr. Ali Arif (Letting Manager). Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can enclosing/attach any supporting evidence.

Living Space Estate Agents
105 St Pauls Road
London
N1 2NA
Email: info@lsea.co.uk

Remember to include details for complaints from a 3rd party or contractor if they differ from your usual complaint's procedure

Stage 2—Our Acknowledgement

Your complaint will be acknowledged, and we will start our in-house complaints process

Stage 3—Our Investigation

Your complaint will be investigated, and Mr. Aaron Issack will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 5—The Property Ombudsman

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306

www.tpos.co.uk admin@tpos.co.uk

Timescale

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.

