



## **Customer Care**

Thames Lettings strives to offer an excellent service to all parties. We take customer satisfaction very seriously and wish to resolve any issues or complaints professionally and in a timely manner.

## **Complaints Procedure**

Should you be dissatisfied with the service you have received we ask that you first report this to us, in writing, confirming the details of your complaint. We will usually acknowledge your complaint upon receipt, in writing, but certainly within 3 working days. We will then formally investigate your complaint and will send you our findings, again in writing within 15 working days of receipt of the original complaint. For the avoidance of doubt, “in writing” includes email communication.

Please write to [rarnold@thameslettings.co.uk](mailto:rarnold@thameslettings.co.uk) or if you wish to post your complaint please address this to:

Robert Arnold  
Director  
Thames Lettings Ltd  
122 Middlesex Street  
London  
E1 7HY

We hope that you will be satisfied with our formal response to your complaint and that we can resolve any issues amicably. However, should you still be dissatisfied you may seek redress through The Property Ombudsman which provides a free, independent service for handling disputes which you do not feel have been resolved to your satisfaction. The Property Ombudsman will not consider your complaint until you have exhausted our formal complaints procedure, as detailed above. Any referral to The Property Ombudsman must be made within 12 months of receipt of our formal response to your complaint.

Their details are as follows:

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

[www.tpos.co.uk](http://www.tpos.co.uk)