

Lynn Thompson Lettings Complaints Procedure

Lynn Thompson Lettings is committed to providing a professional service but if things go wrong, we need you to tell us about it. This will help us improve our service in the future. Please see below the procedure Lynn Thompson Lettings has put in place to ensure we are able to resolve your complaint as efficiently as possible.

Step 1: Your Complaint

Please put in writing via email or letter any complaints that you have. Please include all details you can on all aspects of the issues you are raising. Attach evidence if applicable.

Step 2: Our Acknowledgement

We will respond to acknowledge your complaint within three working days.

Step 3: Our Investigation

Your complaint will be investigated by a member of staff.

Step 4: Our Response

A member of staff at Lynn Thompson Lettings will respond with a formal written email or letter. All issues raised will be responded to.

Step 5: Your Response

You may be dissatisfied with the response you receive, if this is the case please make your views known to ourselves via email or letter.

Step 6: Final Viewpoint Letter

If you have sent a response to us stating that you are still dissatisfied the member of staff allocated to deal with your complaint will pass on the information to a manager or a company director. Once this has been done, the manager or company director will investigate again and respond to you with a Final Viewpoint. This is our company's final response to your complaint.

Step 7: The Property Ombudsman

If you are still dissatisfied after receiving our Final Viewpoint, then the complaint must be brought to The Property Ombudsman for them to mediate and find a suitable solution. They will not deal with your complaint until all in-house complaint steps have been exhausted. You have twelve months from receiving our Final Viewpoint in order to contact The Property Ombudsman.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

SP1 2BP

01722 333306

www.tpos.co.uk

admin@tpos.co.uk