



## **In-House 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.

### **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the Director who dealt with you, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 14 working days. If you are unsure which Director to write to, your complaint should be sent to Assured Lettings, 2 Chartley Road, Stenson Fields, Derby, DE24 3BT.

### **Stage 2**

If you are not satisfied with the initial response to the complaint then you can write to the second Director and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 4 working days of receipt and a response within 14 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

### **Final Stage**

If you are not satisfied with the final reply, then you have the following three options of pursuing the matter further:

1. We belong to ARLA Propertymark, you may wish to seek advice by writing to them at: ARLA Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG
2. We belong to The Property Ombudsman scheme and you can seek redress by writing to them at: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.
3. You can seek financial redress by commencing a money claim procedure at <https://www.moneyclaim.gov.uk/web/mcol/welcome>