



Place2let Complaints Procedure

Our Commitment to Customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality of service
- When you have a problem with an individual member of staff

How to make a complaint

If you wish to make a complaint you can contact our Lettings Manager in any of the ways listed below:

By Email at lucy@place2let.co.uk

In Writing to our office at

117 Highfield Road
South Shore
Blackpool
Lancashire
FY4 2JE

By Phone to our office 01253 408444

By Fax to our office 01253 408447

In Person to our office at the above address

Your complaint will be acknowledged within 3 working days. Your complaint will be fully investigated and a response will be issued within 10 working days. If longer is required we will contact you in writing to confirm this.

If you are unhappy with the response you can contact the **Director**

Mr Richard Champion
117 Highfield Road
South Shore
Blackpool
Lancashire
FY4 2JE

If You Are Still Unhappy

If you are still unhappy with our response you can contact the Ombudsman

The Property Ombudsman
Beckett House
4 Bridge Street
Salisbury
Wiltshire
SP1 2LX

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.