

CITY PROPERTY LETS

www.citypropertylets.co.uk

58 Gloucester Road
Bishopston
Bristol BS7 8BH

T 0117 908 0062
0117 908 0057



City Property Lets Ltd Complaints Procedure

City Property Lets are committed to providing the highest possible service to our customers. However, if you feel dissatisfied with any part of our service, we would welcome the opportunity to resolve any issues and learn from the experience to continue to improve the service we offer our customers. City Property Lets are also members of the Property Ombudsman and therefore follow a comprehensive code of practice to maintain the very highest of standards within our industry.

Therefore, we adhere to an In-house Complaints procedure, as follows:

How to complain?

If you have a complaint that you feel cannot be resolved by a member of our staff, we ask you to detail your complaint in writing to Wendy Pinker, Branch Manager, at City Property Lets, 58 Gloucester Road, Bishopston, Bristol, BS7 8BH.

Wendy Pinker : wendy@citypropertylets.co.uk – Tel 01179 080062

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If you are not satisfied with the outcome of our investigation and our subsequent response to you, you can further your on-going concerns in writing to:

Wendy Pinker, Branch Manager, at City Property Lets, 58 Gloucester Road, Bishopston, Bristol, BS78BH.

wendy@citypropertylets.co.uk – Tel 01179 080062

Miss Wendy Pinker will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied after exhausting all avenues of our in-house complaint's procedure, you can refer your complaint to:

The Property Ombudsman Ltd Milford House
43-45 Milford Street
Salisbury, Wiltshire SP1 2BP

Tel: 01722 333 306 Email: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.