

## **Official Complaints Procedure**

Here at Stratfords Residential Lettings Ltd we always aim to provide the highest possible service but if we have fallen short on that aim and you do wish to make a formal complaint, please use the process outlined below.

### **Stage One – Lettings Manager**

The first stage of the complaints process should be directed towards the manager of the lettings department. We will acknowledge the complaint within 3 working days and we will aim to deal with this complaint in no less than 14 working days from receipt of the complaint.

Director of Lettings – Luke Thirkettle – luke@stratfords.co.uk – 01908 630 100

### **Stage Two – Director**

If, after you have dealt with the division director, you remain dissatisfied you may address your concerns, in writing, to the Director. Once received your letter will be acknowledged within 3 working days and you will receive a response within 14 working days from receipt of your letter.

Director of Stratfords – David Thirkettle - 36 Wharfside, Fenny Stratford, MK2 2AZ

### **Stage Three – The Property Ombudsman**

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk) or you can contact them on 01722 333 306 / [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**You must make your complaint to the Property Ombudsman within 12 months of the date of our Final Viewpoint letter.**

The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.