



Complaints Procedure

We are committed to providing a high-quality service to all our clients & customers. Our aim is to achieve the highest level of customer satisfaction possible. In the unlikely event that you are dissatisfied with any aspect of our service please let us know and we will endeavour to resolve the issue as quickly as possible.

Let us know if you are unhappy about:

- A decision we have made
- Any aspect of our work
- A member of our staff providing incorrect information or treated you unprofessionally.

Dealing with your complaint immediately

Our aim is to resolve complaints on the spot, so please make your complaint directly to Joanne Wright who will make best efforts to resolve the matter for you.

Formal complaints

If you are not happy with the response to your complaint or you wish to make a formal complaint immediately please send your complaint to us at jwright@wrightletting.co.uk OR 10 Pepper Street, Nantwich, Cheshire, CW5 5AB in writing, as soon as possible.

Acknowledgement

Notwithstanding, that we may be able to resolve your complaint very quickly, we will always provide a written acknowledgement of your complaint, within 3 days of receipt.

Response

We will deal with your complaint confidentially and quickly. In all cases your complaint will not be considered or investigated by anyone directly involved. We will attempt to provide a formal response within 15 days. If this is not possible, for any reason we will advise of the reasons and agree a deadline with you for our response.

Resolution

Our response will be in writing for you to consider. Should there be good reasons for you not accepting our response please let us know the reasons and the matter will be looked at again. We will then provide you with a final response.

TPO

Should you not be satisfied with the final response you will be able to make a complaint to The Property Ombudsman. There are restrictions on the type of complaint the Ombudsman can consider. These are all outlined within TPO leaflets available at any of our branches, or from www.tpos.co.uk