

Residential Lettings & Property Management - making a complaint

Stage One

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you to try and resolve the situation before making a formal complaint.

Stage Two

If we are unable to resolve the situation at Stage 1, you may refer the case to the lettings manager.

You will need to put this in writing and have any photos set out and marked exhibit 1, 2 etc.

This can be posted to;

The Lettings Manager
58 Church Street
Wolverton
Milton Keynes
MK12 5JW

The Lettings Manager will acknowledge your complaint within 5 working days and will undertake a full review of your complaint, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days from receipt of your correspondence, the Lettings Manager will detail their findings and recommendations in a written response to confirm our 'final viewpoint' on the matter.

Please note that in complex cases we may ask for further time to look into the complaint further. We will notify you in this situation in writing.

Stage Three

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.