

## COMPLAINTS PROCEDURE (LETTINGS)

Leaders are committed to providing services and products of the very highest standards.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you so that we can investigate matters which will also help us to improve our service.

**In most cases we may be able to resolve your issue quickly and to your satisfaction without the need for a formal complaint and you are encouraged, in the first instance, to address these with the relevant Branch Manager/Head of Department concerned.**

### Formal - Stage One

If, after dealing with the Manager of the Branch/Department, you feel that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by e-mail to [customerrelations@lrg.co.uk](mailto:customerrelations@lrg.co.uk) or by letter to Customer Relations, The Leaders Romans Group, Crowthorne House, Nine Mile Ride, Wokingham, Berkshire, RG40 3GZ. Please quote the Branch/Department and property address that the complaint relates to.

Your complaint will be acknowledged within 3 working days of being received and an investigation will be carried out. Upon completion of the investigation and within 15 working days of receipt of your complaint, you will be contacted in writing by the person of relevant authority and advised of the outcome.

### Formal -Stage Two

If, after receiving the response in Stage One, you feel that your complaint remains unresolved you may e-mail [customerrelations@lrg.co.uk](mailto:customerrelations@lrg.co.uk) to refer the matter to the Head of Quality Assurance who will arrange a separate review of your complaint. You will receive an acknowledgement within 3 working days and a final viewpoint letter within 15 working days of your request for a further review.

### Stage Three

Following Stage Two, should the matter still not be resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to The Property Ombudsman (TPO) without charge as below. The formal steps outlined above must be completed in full before proceeding through this route.

The Property Ombudsman (TPO)  
 Milford House  
 43-55 Milford Street  
 Salisbury  
 Wiltshire  
 SP1 2BP  
 01722 333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our final viewpoint letter.

Propertymark  
 Arbon House  
 6 Tournament Court  
 Edgehill Drive  
 Warwick  
 CV34 6LG  
[www.propertymark.co.uk](http://www.propertymark.co.uk)  
 01926 496 800

Propertymark will not review complaints relating to the protection of tenancy deposits.