



## Landstones Complaints Policy Procedure

### Our Policy

Here at Landstones we are deeply committed to providing all our clients and customers with only the highest quality of service. If you feel something has gone wrong or you wish to raise a complaint with us please do tell us about it. We are always open to feedback and this is important to help us improve our service and procedures in the future.

We would invite you to contact us via letter, email or telephone to bring any matter which you feel needs attention to us so we can help to resolve the issue.

### Our Procedure

We will aim to deal with formal complaints in the following way and according to the following timescales:

If you have a complaint, that you have been unable to resolve to your satisfaction with your main contact at Landstones in the first instance, you may raise your complaint directly with a company director, details of whom can be provided by calling our office on 020 7096 9476.

If the complaint cannot be dealt with there and then, we will, within 3 working days, acknowledge it in writing (which may be by e-mail) and enclose a copy of this Complaints Procedure.

We will let you know who will be dealing with your complaint and set out the timescales for doing so. We may ask you to clarify your complaint or explain it in more detail.

Also within 3 working days of receiving your complaint or your clarification or further explanation of it, we will start to investigate your complaint. We may suggest a meeting with you.

Our investigation will usually involve:

- reviewing your complaint;
- reviewing your file(s) and other relevant documentation; and - speaking with the person(s) who dealt with your matter.

We will aim to complete our investigation and respond to your complaint within 15 working days of the date of our letter of acknowledgement. This may include suggestions for resolving the matter.

If we need longer to complete our investigation and respond to your complaint, we will contact you again within this timescale to explain the position.

If you are not satisfied with our substantive response, you may pursue your complaint further with us.

We may then arrange for someone else in the firm to carry out a review of your complaint and our response. This review is likely to be carried out by the Managing Director, if the Managing Director did not carry out the initial investigation of your complaint.

We will aim to carry out this further review and write to you with our further response within 15 working days (or explain the position to you, if this timescale cannot be met).

### The Property Ombudsman

Landstones is a member of The Property Ombudsman (TPO) and the Association of residential Lettings Agents (ARLA) and therefore endeavours to comply with TPO and ARLA Codes of Practice. We can provide copies of these Codes on request or they are directly available from the organisations' websites.

If you are not satisfied with our further response, you have the right to complain to the TPO and ARLA within Twelve months of receiving our final written viewpoint. Further information as to their procedures can be obtained by

contacting them directly at:

By Post at: The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP [www.tpos.co.uk](http://www.tpos.co.uk) Tel: 01722 333 306

By Email at: [admin@TPOS.co.uk](mailto:admin@TPOS.co.uk)