

Complaints Procedure

Jane Telford Lettings is committed to the giving you the highest standards of service and compliance and we hope that you do not have to make a complaint, however we do understand that things can go wrong and should this happen we will do our all we can to get any problems resolved with the minimum of inconvenience.

We have a standard procedure for handling complaints which is as follows:

1. Making a complaint

In the first instance your complaint should be directed in writing / email to Jane Telford. Your complaint will be acknowledged within 3 working days. We will conduct a full and thorough investigation, and a full written/ emailed response will be sent within 15 working days.

2. If you remain dissatisfied

If you feel the matter remains unresolved you should respond explaining why you are unhappy with the response. Your comments will then be reviewed, and we will give a final viewpoint in writing/ email within 10 working days.

3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Redress Scheme at the following address:

Property Redress Scheme

Premier House

1ST Floor

Elstree Way

Borehamwood

Hertfordshire

WD6 1JH

Tel No:0333 321 9418

Email: info@theprs.co.uk

Website: www.theprs.co.uk

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.