

Our Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us (in writing – post to 8 Harris Close, Frome, BA11 5JY, email- lettings@lettings-r-us.co.uk) with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to The Property Ombudsman. This must be made within 12 months of our final view.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Office Manager who will review your matter file and speak to the member of staff who acted for you.
3. We will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 15 working days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Managing Director to review Office Manager's decision.
5. We will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the redress scheme about your complaint. This must be made within 12 months of our final view:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333306
Fax: 01722 332296

