

Complaints Procedure

We are committed to providing a professional service to all our clients and customers but from time to time things may not run as smoothly as we would hope. In these cases we need to understand where we went wrong to help us to resolve issues as soon as possible and improve our services going forward. We want to work with you to resolve any mistakes made, therefore if you do have a complaint this document outlines the procedure we will undertake when dealing with your complaint in line with the Property Redress Scheme's guidelines.

We will consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might need assistance (such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language).

1. Your Complaint

Complaints will need to be submitted in writing either by letter or email using the form attached and addressed to the Branch Manager:

Post: 10 Imandra Close, Stoke-on-Trent, ST4 8TD

Email: james.hanmore@letcorrect.com

For the avoidance of doubt we do not deal with complaints over the telephone so as to ensure the accuracy of the information passing between the parties.

When making your complaint, please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to, enclose/attach any supporting evidence. Your complaint to us must be clearly set out and explain what solution you are looking for to enable us to resolve the matter effectively and in line with your expectations where appropriate.

2. Acknowledgement

As soon as we have received your written complaint, we will contact you within 3 working days to acknowledge receipt of your complaint and advise on the actions we will be taking so that you have peace of mind that this is being looked into for you.

3. Our Investigation

Within 15 working days of receiving your written complaint we will investigate and the Branch Manager will provide a formal written response on the outcome of our investigations and advise on what actions have already been taken or we will be taking, proposing resolutions where appropriate.

4. Our Final Investigation

If you still consider your complaint to be unresolved or are dissatisfied with how your complaint has been handled please contact the Branch Manager again so that your subsequent complaint can be investigated. Within 15 working days from receipt of your

subsequent complaint, the Branch Manager will provide you with a final viewpoint letter to conclude this review outlining our final position and proposing resolutions where appropriate. Where deemed necessary and at our sole discretion, the Let Correct Head Office will undertake a review of the entire complaint.

5. The Property Redress Scheme

Should you remain dissatisfied after receiving our final viewpoint letter, or eight weeks have passed without any response from us, you can refer your complaint to the Property Redress Scheme within 12 months of the date of the last communication between us:

Post: Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH. 0333 321 9418

Email: Complaints@ThePRS.co.uk

Web: <https://www.theprs.co.uk/Complain>

Please note, that by making a formal complaint to Let Correct and/or the Property Redress Scheme, this will not necessarily delay or prevent us issuing legal proceedings against you for any sums outstanding. Any complaint, pending or otherwise is an entirely separate matter to the fees due to us and therefore should be settled promptly to avoid litigation.

Let Correct is a trading name of Let Correct UK Ltd.

Registered office is at Unit 3, Rufford Court, Wellow Road, Eakring, Newark, NG22 0DF

Consumer Complaint Resolution Form

- This form is required to be completed in order for the local Let Correct franchise office to investigate any complaint.
- Where possible all concerns should be demonstrated with evidence, which should be supplied at the time of submittance.
- All findings will be based upon evidence and documentation submitted in order for transparent and fair substantiation.
- This form will also act as evidence for any external adjudication that may be required.
- The Let Correct dispute procedure is detailed at the end of this document.

Name:

Address:

Date:

Customer Concern	Damage Caused/Cost Incurred	What is Required to Resolve	Local Franchise Office Response
<i>Information on topic of concern</i>	<i>Information regarding any damage or costs incurred as a result</i>	<i>If not rectified what is required to resolve</i>	<i>Branch Manager to complete</i>