



## ***SPECIMEN CUSTOMER COMPLAINTS HANDLING PROCEDURE***

As a firm licensed by the National Approved Letting Scheme, *S and F Lettings LTD* aims to provide the highest standards of service to all Landlords and Tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to ***Ms Ewelina Dragun*** at the address below:

S and F Lettings LTD  
106 Walsgrave Road  
Coventry  
CV2 4ED

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 15 working days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact ***Mr Shahid Butt*** who will review the complaint and respond back to you within 15 working days.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to ***The Property Ombudsman Service***.

The Property Ombudsman  
Milford House  
43-45 Milford Street  
Salisbury  
SP1 2BP

[www.tpos.co.uk](http://www.tpos.co.uk)   [admin@tpos.uk](mailto:admin@tpos.uk)

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter.

If we have not addressed your complaints within eight weeks, you can refer your complaint to Ombudsman.

**No charge will be made for any complaint we handle**