



TENNANTS

COMPLAINT PROCEDURE

As an ARLA Propertymark member (Association of Residential Letting Agents) , we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA Propertymark is that we have a process for assessing complaints about our service, appropriate to our firm’s size and structure.

All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint has been raised, i.e. “I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint”, then at that stage you will be requested to put your complaint in writing, setting out your concerns with reference to any related documents – terms of business, tenancy agreement, inventory etc, and send it to **Miles Batty**, at the address below.

22 New Upperton Road, Eastbourne, East Sussex, BN21 1NU

The grievance letter will be acknowledged within 3 working days, investigated in accordance with established “in-house” procedures and an outcome of investigation will be sent to you within 15 working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Subsequently, if you remain dissatisfied with the way we have handled your complaint or the outcome, please write to **Peter Sheppard** at the address below, we will investigate further and respond to you within 8 weeks of your original written complaint.

22 New Upperton Road, Eastbourne, East Sussex, BN21 1NU

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to The Property Ombudsman by completing the attached form and send it to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

who will arrange for your complaint to be assessed by a Case Officer, who will then present his recommendations in a written case review to the Ombudsman for his proposed decision.

