

Aslets The Letting Agents Ltd

We aim to provide the highest standards of service, but to ensure that your interests are safeguarded; a grievance procedure has been introduced

How to make a complaint

We aim to make it easy for you to bring any problems or complaints to our attention.

You should first raise your issue with the property manager who is handling your business.

If you are not satisfied with the outcome, you can make a complaint to us by:

- **telephone (during business hours):** call 01492 330190 and ask to speak to Michelle Widdowson.
- **email:** info@aslets.co.uk
- **post:** 6 Everard Road, Rhos on Sea, Conwy, LL28 4EY

Please provide as much detail as possible about your complaint, including the outcome you would like.

If you need help to describe or send your complaint, or if you would like to discuss your concerns informally first, please feel free to contact us.

How we will handle your complaint

Our Director will oversee the complaints process. This person is responsible for working with you and any relevant agency staff, to ensure that the issues you raise are fully examined and that your complaint is handled in accordance with this process.

We will treat the process, and all the details of your complaint, in strict confidence. If we need to discuss any issues arising from your complaint with someone outside of the agency, we will obtain your consent first.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. Sometimes we may want to meet you in person to discuss your concerns and try to find a satisfactory solution.

How long will it take?

We will try to resolve your complaint as soon as possible. However, how long this takes will depend on the nature and complexity of the issues you have raised.

We will send you acknowledgment of receipt of the complaint within two business days. We will give you an estimate of how long it may take us to deal with the matter and we will try to finalise the matter within five business days.

What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of your complaint and your desired outcome, but this may not always be possible.

Some of the things we might do include:

- take steps to rectify the problem or issue you have raised
- give you additional information or advice so you can understand what happened or how we have dealt with it
- take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.

What if you're still unhappy?

In the event that the final review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to The Property Ombudsman Service. You are also entitled to have your grievance referred should we fail to deal with the matter expeditiously.

Contacting The Property Ombudsman

Filing a complaint on line:

www.tpos.co.uk – TPO Complaints Form will need to be completed and signed.

Complaint Enquiries:

01722 333306

Registered Office:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury