

Village Estates Lettings Ltd – Complaints Procedure

Stage One – Individual (Handling) Member of Staff

All complaints should, at the first instance, be directed to the “handling” staff member at the branch that you have been dealing with. He or she will endeavour to resolve your complaint immediately, and no later than within 10 working days of the first notification.

Stage Two – Branch Manager

If you remain dissatisfied, you may then further your

Complaint, which must be in writing, to the Branch Manager responsible for the branch in question. You must write to them within one month of receiving the initial handling staff member’s response. The Branch Manager will acknowledge your complaint within 3 working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three – Managing Partner

If you remain dissatisfied, you may address your concerns in writing to our Managing Partner, within one month of the response from the relevant Branch Manager. The relevant office you are dealing with can provide you with the contact details. Your letter will be acknowledged within 5 working days of receipt and you will be provided with a “final viewpoint” written response on behalf of the company within 15 working days of receipt of your letter

Stage Four – The Property Ombudsman

After you have received a response from the Managing Partner, you may approach The Property Ombudsman if you are not satisfied with the response given. Details of how to do this will be contained within the final viewpoint letter, namely; “information in this regard can be found within The Property Ombudsman Consumer Guide or online at www.tpos.co.uk Please note that you must do so within 6 months of the date of the final viewpoint letter received. The property ombudsman will not consider your complaint until our internal complaints process has been exhausted”