

# **CUSTOMER COMPLAINTS HANDLING PROCEDURE**

Regency Lettings & Property Management 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 **Valissa Burnett (Director)** at the address below:

***Regency Lettings & Property Management Ltd  
Rystead Lodge Barn Buildings  
Pockford Road  
Chiddingfold  
Surrey GU8 4XS***

***Valissa@RLPM.co.uk***

- 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 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- 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 Ombudsman Service Limited  
Wilderspool Park  
Greenall's Avenue  
Warrington  
WA4 6HL***

***www.ombudsman-services.org***