



Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks. We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1—Your Complaint Please put your complaint in writing either by letter or email and address it to Sherri, Lettings Manager sherri@epropertyline.com. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Stage 2—Our Acknowledgement Your complaint will be acknowledged, and we will start our in-house complaints procedure. Timescale Within 3 working days of receiving your complaint

Stage 3 – Our investigation Your complaint will be investigated, and Propertyline Lettings Ltd member of staff will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. Timescale Within 15 working days of receiving your complaint

Stage 4—Our Final Investigation If you remain unhappy, your subsequent complaint will be investigated and Sherri will provide a written response outlining our final position and proposing resolutions where appropriate timescale.

Stage 5 – Complaints About Our Obligations to You For complaints about our obligations to you, you can refer your complaint to The Property Ombudsman: The Property Ombudsman Milford House 43-55 Milford Street Salisbury SP1 2BP 01722 333306 www.tpos.co.uk You must refer your complaint to the Ombudsman within 12 months of the date of our final viewpoint letter.

75 Broadway
Peterborough PE1 1SY
01733 777788

Stage 5 – Issues with Your Lease and Service Charges For complaints about your lease and the services provided under your lease, you can refer to the First-Tier Tribunal. For example:

- Increases in service charges and estate charges
 - The fairness of charges applied in line with your lease
 - The quality of management services provided
 - Consultation on major works and contracts Operates 5 regional tribunals in England:
- <https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman or the First Tier Tribunal. No charge will be made for any complaint we handle.