

# County Property Management COMPLAINTS PROCEDURE (LETTINGS)



County Property Management is committed to providing services and products of the very highest standards.

If you feel that we haven't lived up to your expectations in any way, we'd like to hear from you to allow us to apologise to you but also to improve our service.

Most complaints can be dealt with by the local Branch or Lettings Manager. They will do their best to resolve the matter quickly, to your satisfaction.

## Stage One

If you think, after speaking with the local Branch staff, that your complaint has not been resolved, you are invited to make a formal complaint in writing by email or letter. Please provide a written summary of your complaint and address it to Customer Relations Department as detailed below. Your complaint will be acknowledged within 3 days of being received. The local Branch/Lettings Manager will make contact with you to discuss the matter further prior to launching a full investigation. Upon completion of the investigation, you will be advised of the outcome in writing within 14 days of receipt of the original complaint.

## Stage Two

If, after a full investigation, you feel that your complaint remains unresolved, you may refer the matter to the Area Manager who will personally conduct a separate review of your complaint. You will receive an acknowledgement from the Area Manager within 3 days and a full response within 14 days.

## Stage Three

Following step two, should the matter not be resolved to your satisfaction, you may escalate your complaint to our Compliance Director. You will receive a final viewpoint letter within 14 days.

Communication for each of the above steps should be directed to:

[customerrelations@leaders.co.uk](mailto:customerrelations@leaders.co.uk)

Leaders Ltd  
Becket House  
6 Littlehampton Road  
Worthing  
West Sussex  
BN13 1QE

The above steps must be completed before referring the matter to either ARLA or TPO.

<p>The Property Ombudsman (TPO) Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP</p>	<p>The Association of Residential Letting Agents Arbon House 6 Tournament Court Edgehill Drive Warwick CV34 6LG</p>
<p>TPO will review complaints in respect of service level issues but cannot investigate matters relating to tenancy deposit disputes. There is a 12 month time limited for referring complaints to the TPO.</p>	<p>ARLA will review complaints relating to the protection of tenancy deposits.</p>