

# **UNITED LETTINGS GROUP LIMITED**

## **Complaints Procedure**

1. UNITED LETTINGS GROUP LIMITED, a Member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

2. If you believe you have a complaint, please write in the first instance to us at the following address:

**UNITED LETTINGS GROUP LIMITED, CLAVERING HOUSE, CLAVERING PLACE, NEWCASTLE UPON TYNE, NE1 3NG**

**Or via email:**

**[enquiries@unitedlettingsgroup.co.uk](mailto:enquiries@unitedlettingsgroup.co.uk)**

3. Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by a senior member of staff at the address given below:

**UNITED LETTINGS GROUP LIMITED, CLAVERING HOUSE, CLAVERING PLACE, NEWCASTLE UPON TYNE, NE1 3NG**

**Or via email:**

**[enquiries@unitedlettingsgroup.co.uk](mailto:enquiries@unitedlettingsgroup.co.uk)**

5. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Property Ombudsman free of charge. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification, again free of charge.

**The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP**

**01722 333 306**

**[admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

**[www.tpos.co.uk](http://www.tpos.co.uk)**

### **Please note the following:**

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.