

Complaints Procedure

Here at TIR Lettings, our aim is to provide exceptional customer service based on knowledge and trust. We recognise that sometimes things go wrong and if they do we want you to tell us about it so we can put it right.

Making a Complaint

- Firstly, please get in touch with the Property Manager you have dealt with who will investigate your complaint and provide a response.
- If you are still not satisfied with the outcome, or the complaint is about your Property Manager, please contact the Branch Manager. All contacts can be found on our website www.tirlettings.co.uk
- If you are still not satisfied with the Branch Manager's response, you can contact our Lettings Director who will then investigate your concerns and provide TIR Lettings full and final response.

Timescales

Please note that we aim to acknowledge your complaint within three working days and to respond in full within fifteen days following a thorough investigation; these timescales will be repeated for each stage of the above procedure starting from the date each appeal is received.

Further Information

If after our thorough investigation you remain dissatisfied with our full and final response (or 8 weeks have passed since your complaint was made) you can request an independent review from The Property Ombudsman without charge. To do this you will need to submit your complaint within 12 months of receiving our full and final response letter along with any evidence to support your complaint. Contact details below:

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire

SP1 2BP

Tel: 01722 333 306

admin@tpos.co.uk

www.tpos.co.uk