

## **Complaints Procedure**

Cribs Residential Lettings Ltd prides itself on the level of our customer service. However, occasionally things do go wrong, and you may need to complain.

Please see our complaints procedure below.

### **Making a complaint**

Cribs Residential Lettings Ltd are a member of UKALA (United Kingdom Association of Letting Agents) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

#### **Stage One - Branch Manager by telephone – 01789 532707**

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. They will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

#### **Stage Two – Branch Manager in writing - Elizabeth Court. 15 Church Street. Stratford upon Avon. Warwickshire. CV37 6HX**

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Branch Manager. You must write to them within one month of receiving the Branch response. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

#### **Stage Three - UKALA redress scheme**

After you have received a response from the Branch Manager, you may approach the UKALA if you are not satisfied with the response given. Details of how to do this can be found online at <https://www.ukala.org.uk/> Please note that you must do so within six months of the date of the final letter. They will not consider your complaint until our internal complaints process has been completed.

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