Complaints Procedure

ASSURED LETTING | CUSTOMER INFORMATION

We are committed to providing a professional, fair and transparent service. If something goes wrong, we welcome the opportunity to investigate your concerns, put matters right where appropriate and improve our service. This procedure is available to landlords, tenants, applicants and other customers who wish to complain about our services.

1. How to make a complaint

You can initially raise a concern with the member of our team you have been dealing with. Where possible, we will try to resolve it promptly and informally. You can also make a formal complaint at any time; you do not need to attempt informal resolution first.

Please send formal complaints in writing, by email or letter, marked “Formal Complaint” to:

Email	**info@assuredletting.co.uk**
Postal address	175 Century Street, Hanley, Stoke-on-Trent, ST1 5HY
For attention of	Rebecca Lorenz
Telephone	01782 449024

Please include your name and contact details, the property address (if relevant), what happened and when, any supporting evidence, and the outcome you would like. We will make reasonable adjustments if you need help raising your complaint.

2. Acknowledgement and investigation

We will acknowledge a written complaint within 3 working days of receipt. A senior team member or designated complaint handler who was not directly involved in the matter will investigate fairly, review relevant records and, where necessary, contact you for more information.

We aim to provide our written findings and proposed resolution within 15 working days of receiving the original written complaint. If exceptional circumstances make this impossible, we will explain the delay and keep you informed of progress.

3. Further internal review

If you remain dissatisfied, please tell us in writing why you disagree with our response and request a further review. Wherever practicable, a different senior person who was not involved in the original matter will review the complaint and provide a written response within 15 working days of your request. We will then issue our final position, including any remedy offered and how to pursue independent redress.

4. Independent redress

If we have issued our final response and you remain dissatisfied, or eight weeks have passed since your original complaint without a final response, you may refer the matter to the independent redress scheme to which Assured Letting belongs. This service is free to consumers, subject to the scheme's eligibility rules and time limits.

Our independent redress scheme: [CONFIRM: THE PROPERTY OMBUDSMAN / PROPERTY REDRESS SCHEME] Membership/reference number (if applicable): [INSERT]

The Property Ombudsman: www.tpos.co.uk | Property Redress Scheme: www.propertyredress.co.uk. Please use the scheme confirmed above, not both. We will provide its full details in our final response. Where The Property Ombudsman applies, complaints normally need referring within 12 months of our final response; other scheme rules may differ.

5. Important information

There is no charge for making a complaint to us. We will treat complainants courteously and will not disadvantage anyone for raising a concern. We will handle personal information in accordance with applicable data protection law and retain complaint records in line with our records policy.

Urgent safety concerns or emergency repairs should be reported through the appropriate emergency/maintenance contact process rather than waiting for a complaints response. Tenancy deposit disputes may need to be referred to the relevant deposit protection scheme instead of the property redress scheme. Nothing in this procedure limits your statutory rights.

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