Wingrove Lettings

Lettings And Property Management Solutions

WINGROVE LETTINGS LIMITED - COMPLAINTS PROCEDURE

Wingrove Lettings Limited aim to provide a professional standard of service to all clients. To ensure that we maintain these standards and treat clients fairly, we have a two-stage complaint procedure. We will always strive to deal with your complaint quickly at Stage One. However, if it is clear the matter will need a more detailed investigation, we will tell you and keep you updated on our progress.

Clients can register a complaint, comment or compliment, by:

- Phone
- In writing or by email at admin@wingrovelettingss.co.uk
- In person, by a member of staff completing a form on the client's behalf.

Stage one

- We will endeavour to acknowledge receipt of your complaint within three working days.
- We aim to respond to your complaint within fifteen working days from receipt. If we are unable to do this, we will advise you of any delay and keep you updated on the progress of your complaint.
- If you are dissatisfied with our response at stage one, you can ask us to consider your complaint at stage two.

Stage two

- We will look at your complaint at stage two if you indicate in writing that you are dissatisfied with the response you have received at stage one.
- We will endeavour to acknowledge receipt of your request to move to stage two within three working days.
- We aim to respond to your complaint at stage two within fifteen working days from receipt of your request. If we are unable to do this, we will advise you of any delays and keep you updated on progress of your complaint. We will provide you with a final written statement, and if applicable, an offer as to further action intended to satisfy the matter.

- If you are dissatisfied with our response at stage two, we will advise you of your right to contact our independent redress scheme.
- Our complaints procedure must be followed before our independent redress scheme will consider your complaint.

Independent Redress Scheme

For advice or help with making a complaint you may write to: Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH.
Telephone: 0333 321 9418
Email: info@theprs.co.uk

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