



## CUSTOMER COMPLAINTS HANDLING PROCEDURE

As a firm licensed by the National Approved Letting Scheme Host Property Limited aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:-

- a) If you believe you have grievance, please write in the first instance to M.Danniells at the address below:-

Host Property Limited, 643 London Road, Westcliff on Sea, Essex,SS0 9PD

- b) The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with “in house” procedures.

A formal written outcome of complaint will be sent to you within 21 days.

If we require longer than the timescale we will advise you in writing and confirm our revised response date.

- c) If you remain dissatisfied with the result of the internal investigation, please contact Sam Hyslop who will review the complaint.
- d) Following the conclusion of our in house review we will write to you with our final written statement.
- e) If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the ‘The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP.