

# **COMPLAINTS PROCEDURE**

Key2Let is committed to the highest standards of service and compliance. Our office is bound by the Property Redress Scheme code of practise.

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us

at [enquiries@key2let.co.uk](mailto:enquiries@key2let.co.uk). Whilst we cannot deal directly with your complaint, we are here to help.

We have a standard procedure for handling complaints which is as follows:

## **1. Making a complaint**

In the first instance your complaint should be directed in writing to the office of Key2Let.

Your complaint will be acknowledged within 3 working days. The office will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

## **2. If you remain dissatisfied**

If you feel the matter remains unresolved you should write to the Key2Let office explaining why you are unhappy with the response. The office will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

## **3. Independent redress**

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Redress Scheme Complaints at the following web address or clicking on the PRS icon on the website home page.

[www.propertyredress.co.uk](http://www.propertyredress.co.uk)

## **4. What next?**

You will receive written confirmation from the Property Redress Scheme complaints section who will then guide you through the procedure.