

Cleeve

RESIDENTIAL
SALES &
LETTINGS

Complaints Procedure



If you are a Landlord, Tenant or Contractor with whom we, Cleeve Residential Lettings Ltd, are conducting business and you feel it necessary to make a complaint about the services we have supplied, or failed to supply, you should write to us in the first instance, addressing your complaint to John Lewis and sending it to Cleeve Residential, 5 Church Road, Bishops Cleeve, Cheltenham, GL52 8LR or email john.lewis@cleeve.co.uk

Your letter should provide as much information about the circumstances of the complaint as possible including property, dates and people involved. We will record your complaint and will provide an acknowledgement to you within three working days.

We will commence an immediate investigation into the issues surrounding the complaint. This will be undertaken by a senior member of staff who has not been involved in the original matter, and we will aim to provide a full written response, or an update, within 15 working days.

Following the conclusion of the investigation if you are not satisfied with the outcome you have the opportunity to refer the matter to the Ombudsman Services of which we are members.

They can be contacted at <http://www.ombudsman-services.org> or by telephone on 0330 440 1634. The Ombudsman Services are free and any complaint must be made within six months of receiving the final view from ourselves.

