



BEACON LEE & WARD

COMPLAINTS PROCEDURE

Beacon Lee & Ward Ltd trading as Beacon Lee & Ward are committed to providing services and products of the very highest standards.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you to allow us to apologise to you but also to improve our service.

Stage One

Most complaints can be dealt with by our Branch Staff. They will do their best to resolve the matter quickly and to your satisfaction. Please make your complaint in writing by either letter or email and address your complaint to the member staff involved in the matter in question.

Your complaint will be acknowledged within 3 working days of being received and you will be sent a copy of the Beacon Lee & Ward complaint procedure.

The staff member will then investigate the matter fully. Upon completion of the investigation, you will receive a reply in writing within 14 days of receipt of the original complaint.

Stage Two

If you think, after hearing from our Branch staff, that your complaint has not been resolved, you are invited to make a formal complaint in writing by email or letter. Please provide a written summary of your complaint and address it to the Director of Beacon Lee & Ward Ltd who will personally conduct a separate review of your complaints. You will receive an acknowledgement from the Director within 3 working days of receipt of the formal complaint and a full response within 14 days following receipt of your formal complaint.

Stage Three

Following step two, should the matter not be resolved to your satisfaction, you may escalate your complaint to the appropriate Professional Body as detailed below. **Steps 1 & 2 must be completed before referring the matter to either Body.**

ARLA

The ARLA will review complaints relating to the **protection of tenancy deposits**.

Address: The Association of Residential Letting Agents, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

TPO

The Property Ombudsman will review complaints in respect of **service level issues** but cannot investigate matters relating to tenancy deposit disputes. There is a 12 month time limited for referring complaints to the TPO.

Address: The Property Ombudsman (TPO), Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP