



Lind Letting Ltd – Formal Complaints Procedure

1. Purpose

We value our customers and aim to deliver excellent service. If we fall short, we want to hear from you so we can resolve the issue and improve. This procedure explains how we handle complaints fairly, promptly, and transparently.

2. Submitting a Complaint

You can contact us via:

Email: office@lindletting.co.uk

Post: 1 Kirkinner Place, Main St, BOW, PA11 3AA

Phone: 01505 610444 (Mon–Fri, 9.30am–5pm)

Please provide:

Your name and contact details

A clear description of the issue (including dates, times, and people involved)

Any relevant documents or evidence

3. Acknowledgement

We will confirm receipt of your complaint within 5 working days.

4. Investigation Process

A complaints officer will review your case.

We may contact you for clarification or further details.

We aim to complete our investigation within 10 working days. If more time is needed, we will update you with a revised timeframe.

5. Outcome

You will receive a written response outlining:

Our findings

Any corrective actions we will take

6. Escalation

If you are unhappy with our decision, you may request a review by a senior manager within 10 working days of receiving our response.

7. Final Resolution

If you remain dissatisfied after the review, you may refer your complaint to the relevant external regulator or ombudsman. We will provide their contact details in our final response.

8. Record Keeping

We maintain a secure log of all complaints and resolutions for at least 6 years to help us monitor performance and improve our services.