

## COMPLAINTS PROCEDURE

At 2let2 Ltd, we are committed to dealing effectively with any complaints you have about our service. If we have made a mistake we will apologise and try to put things right. We review complaints regularly and, wherever possible, we will use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided.

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality. If you are asking us for a service for the first time e.g. repairs, you should give us a chance to put things right. If you are not happy with our response and you let us know, we will then treat it as a complaint.

### COMPLAINT MANAGEMENT PROCESS:

Our complaints procedure has been structured to ensure that any concerns are dealt with as efficiently as possible. Please follow this process:

#### Stage 1 - Make your complaint

Please set out the details of your complaint in writing (either by letter or email) by contacting Katie Bowen in the admin team at [admin@2let2.com](mailto:admin@2let2.com) or at:

97 Wyeverne Road  
Cathays  
Cardiff  
CF24 4BG

Timescale: Your complaint will be acknowledged within 3 working days of us receiving your complaint and Katie will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within 15 working days of receiving your complaint.

#### Stage 2 – Write to the Manager

If resolution cannot be made and you remain dissatisfied, you should contact us again and we will conduct a separate review to be undertaken by Gregg Roberts, the Manager.

Timescale: This complaint will also be acknowledged within three working days of receipt and an investigation undertaken. You will then receive a response from Gregg within 15 working days of receiving your request for a further review.

#### Stage 3 – Write to the Director

If an amicable resolve has still not been reached, you should contact our director with a written complaint so that further investigation can be made. This will outline our final viewpoint on the matter.

Timescale: A formal written outcome of this investigation will be sent to you within 15 working days.

#### Stage 4 - Redress

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from the Property Redress Scheme (PRS) of which we are a member, without charge.

1st Floor  
Premiere House  
Elstree Way  
Borehamwood  
WD6 1JH

Timescale: You must refer your complaint to PRS within 12 months of receiving our final viewpoint letter.