

## **Prestons Complaints Procedure**

### **Our commitment to Customers**

We aim to ensure:-

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### **What is a complaint?**

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:-

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality of service
- When you have a problem with an individual member of staff

### **How to make a complaint**

If you wish to make a complaint you can contact our Office Manager Hollie Cartwright in any of the ways listed below:-

**By Email:-** at [hollie@prestons2let.co.uk](mailto:hollie@prestons2let.co.uk)

**In Writing:-** to our office at

270 Station Road  
Bamber Bridge  
Preston  
Lancashire  
PR5 6EB

**By Phone:-** to our office on 01772 620321

**By Fax:-** to our office on 01772 627779

**In Person:-** to our office at the above address

Your complaint will be acknowledged within 3 working days. Your complaint will be fully investigated and a response will be issued within 10 working days. If longer is required we will contact you in writing to confirm this.

If you are unhappy with the response you can contact the Director

Mr Richard Champion  
117 Highfield Road  
South Shore  
Blackpool  
Lancashire  
FY4 2JE

**If you are still unhappy**

If you are still unhappy with our response you can contact the Ombudsman

The Property Ombudsman  
Beckett House  
4 Bridge Street  
Salisbury  
Wiltshire  
SP1 2LX

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.