



## ***If you are unhappy about anything...***

### ***Our complaints procedure:***

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

- If you feel that we have not delivered a service on time
- If you feel you have been given the wrong information
- If you feel you have received a poor quality service
- If you have had a problem with a member of staff
- If you feel that you have been treated unfairly, or discourteously

### ***We aim to ensure that :***

- Making a complaint is as easy as possible
- We treat your complaint seriously and sincerely
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service
- We will always treat you with respect , fairness and without predjudice

### ***If you feel you need to make a complaint:***

Please make contact us preferably in writing in the ways listed below:-

**By email** at [complaints@peakletts.com](mailto:complaints@peakletts.com)

**In writing** to us at:-

*Customer Services  
Peak Property Letts Ltd,  
Foxlowe Studios,  
Sherwood Road,  
Tideswell  
Derbyshire,  
SK17 8HH*

### **By phone**

We prefer not to deal with complaints over the phone , however if this is the only way that you are able to make contact our phone number is 01298 871871.

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

*Peter Koyander  
Foxlowe Studios,  
Sherwood Road,  
Tideswell  
Derbyshire,  
SK17 8HH*

## Response times

- We will acknowledge receipt of your complaint within 2 working days.
- We will issue a full response within 10 working days.
- If there is a delay in responding we will keep you informed of our progress.

Any complaints received will be fully and investigated and we will produce a reply stating the facts, and explaining our conclusions in clear well communicated form.

## ***If You are Still Unhappy***

If you are still unhappy with our response you can contact the Ombudsman Services . The Ombudsman Service's role is to act as an independent and 'honest broker' in investigating complaints against industry professionals where you believe there has been a failure in service standards or maladministration.



The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted in the first instance. Appointed by the Royal Institution of Chartered Surveyors (RICS) as the ombudsman for chartered surveyors, the Ombudsman Service is also approved by the Office of Fair Trading (OFT) as a professional Letting Agents and Estate Agents redress scheme.

You can contact the Ombudsman Service as below:-

The Ombudsman Service Limited  
Wilderspool Park  
Greenall's Avenue  
WA4 6HL

**Web** <http://www.ombudsman-services.org/>

**Email** [enquiries@os-property.org](mailto:enquiries@os-property.org)

## ***Finally:***

*We pride ourselves in the professional service that we provide and sincerely hope that you never have the need to complain about any aspect of our work. We will always work with you to try and establish common ground and efficiently resolve any issues that you may encounter.*



