

# **Johals Letting Agents**

## **COMPLAINTS PROCEDURE**

Here at Johals Letting Agents we are committed to providing a professional service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **For Lettings/Property Management Department:**

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time-frames set out below. Your Complaint should be sent to Aman Bhullar, 40 The Parade, Oadby, Leicester, LE2 5BF.

[Aman@johalsproperty.co.uk](mailto:Aman@johalsproperty.co.uk)

- We will send you a email/letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. We will review your file and speak to any members of our team who were involved. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgment letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. Should you wish to escalate to this stage then please write to Harry Singh, Owner/Managing Director, 40 The Parade, Oadby, Leicester, LE2 5BF. [Harry@johalsproperty.co.uk](mailto:Harry@johalsproperty.co.uk)
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact Property redress Scheme to request an independent review:

**1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH  
Telephone: 0333 321 9418**

**Scheme Number: PRS036321**