

Layco Properties Internal Complaints Procedure

Layco Property Services LTD aim to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, our complaints handling procedure is as follows;

If you believe you have a grievance, please write in the first instance to Declen Collins at the address below, outlining your grievance.

Layco Property Services LTD

24 Parton Road

Aylesbury

Bucks

HP20 1NG

Your Grievance will be acknowledged within 3 working days and investigated thoroughly. In accordance with guidelines set out by The Property Ombudsman we will then send a formal written response with the outcome of the investigation within 15 working days of receipt of the original complaint.

In some cases, the investigation may take longer than 15 working days and we will ensure you are fully updated of any extension to the timescale.

If you are dissatisfied with the conclusion of our in-house process and statement, you can refer the matter within 12 months to

The Property Ombudsman (TPOS)

Milford House

46-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Or visit www.tpos.co.uk