

Complaints

Our aim at Deposit Negotiators is to provide first class service, but we accept that there may be situations where we fall short of this. In order to grow and do better, we would appreciate to hear from you when you feel you have not received the best possible service.

We can only deal with a complaint from the tenants who are named on the tenancy agreement.

What is the process?

To help us resolve your complaint, you will need to provide us with the details within three months of the event occurring.

Once we have received your complaint:

- you will receive confirmation from us within 5 working day
- we aim to respond to your complaint within 20 working days

Once we have completed a full investigation and provided a final response, we reserve the right to close the complaint and not enter into any other communication.

How can you raise a complaint?

Please provide us with as much written detail as possible, keeping it relevant, so that we can address all the points raised as quickly and fully as possible.

Please email us your complaint to info@depositnegotiators.co.uk

The email should be headed *Complaint*

Deposit Negotiators is not regulated by the Financial Conduct Authority (FCA).