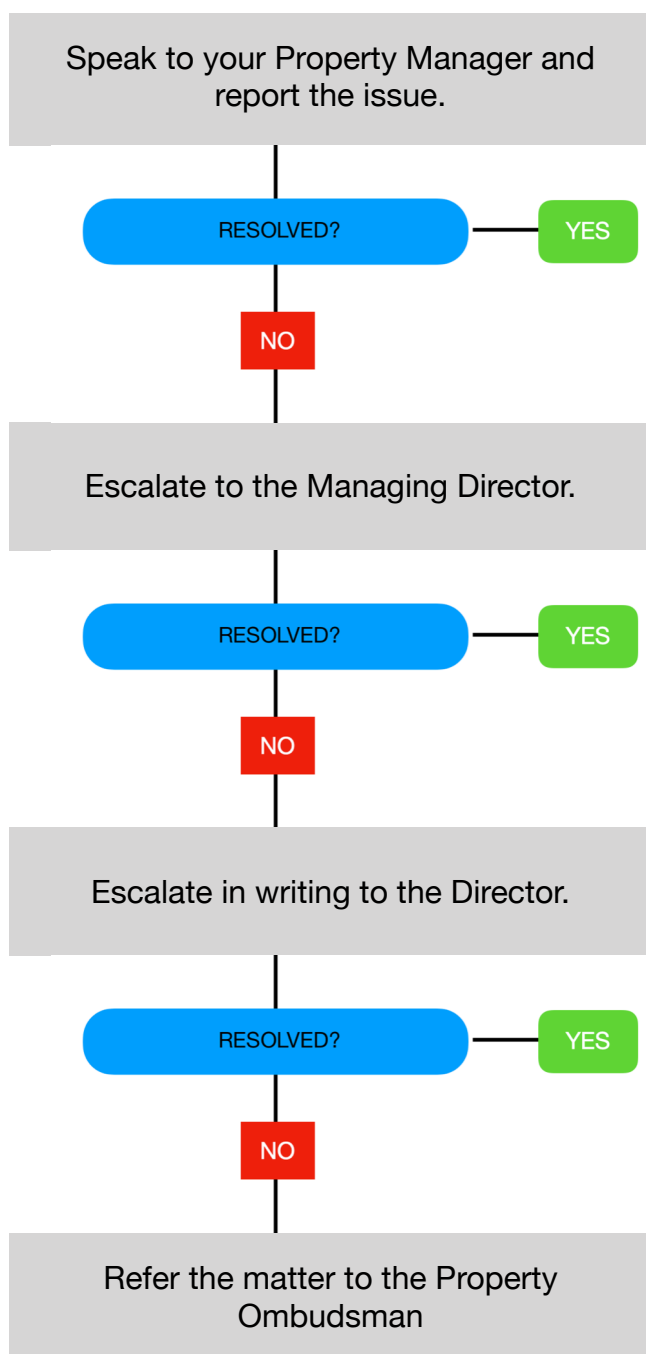


Complaints Procedure

Follow these Steps:



In order that your concerns are addressed as efficiently as possible we ask that you first raise them verbally with the Manager.

You can escalate your complaint by writing to the relevant Managing Director.

Your complaint will be acknowledged within three working days of receipt and an investigation undertaken.

A formal written outcome of the investigation will be sent to you within fifteen working days.

You can further escalate your complaint by writing to the Director at this address:

JV Lets
159a Chase Side
Enfield
EN2 0PW

This complaint will also be acknowledged within **three** working days of receipt and an investigation undertaken.

A formal written response will be sent to you within **fifteen** working days.

Once investigated, JV Lets will send you a letter expressing our final view. This will include details of any offer we are willing to make. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to [The Property Ombudsman](#) within **twelve** months for a review at the following;

The Property Ombudsman Ltd
Milford House
43 - 45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306
www.tpos.co.uk

Please note that the Property Ombudsman will only review complaints made by consumer