



## LETSINVEST – COMPLAINTS HANDLING PROCEDURE

**Address:** Devonshire House, 582 Honeypot Lane, Stanmore, HA7 1JS

---

### 1. Our Commitment

Letsinvest is committed to providing a professional and transparent service to all clients and customers. When something goes wrong, we want to hear about it so we can investigate, resolve the issue where appropriate, and improve our service.

---

### 2. How to Make a Complaint

If you have a complaint, please put it **in writing** and include as much detail as possible, including:

- Your full name and contact details
- Property address (if applicable)
- Details of your complaint
- Relevant dates and supporting evidence
- Your desired outcome

#### **Send complaints to:**

info@letsinvest.co.uk

Devonshire House, 582 Honeypot Lane, Stanmore, HA7 1JS

Propertymark advises complaints should be submitted in writing and that consumers should receive a response within a reasonable timeframe (typically 15 working days).

---

### 3. Stage 1 – Acknowledgement & Investigation

#### **Acknowledgement**

We will:

- Acknowledge your complaint in writing within **3 working days** of receipt
- Provide a copy of this complaints procedure

This aligns with standard TPO expectations for prompt complaint handling.

---

#### **Investigation & Response**

Your complaint will be investigated by a designated complaints handler who will:

- Review your file and all relevant documentation
- Speak with the staff member(s) involved
- Liaise with landlords, tenants, or contractors where required

We will issue a **formal written response within 15 working days** of receiving your complaint.

If we require additional time, we will:

- Explain the delay
  - Provide a revised response timeframe
- 

#### **4. Stage 2 – Senior Review (Escalation)**

If you are not satisfied with the Stage 1 response, you may request a further review.

**What happens next:**

- Your complaint will be escalated to a **senior member of staff** not previously involved
- We will acknowledge your escalation within **3 working days**
- A full independent review will be carried out

We will provide a **final written response (“Final Viewpoint Letter”)** within **15 working days**.

---

#### **5. Final Viewpoint & Deadlock**

Our Final Viewpoint Letter will:

- Address all issues raised
- Set out our final position
- Confirm any proposed resolution
- Provide details for independent redress

You may treat the matter as **“deadlock”** if:

- You receive our Final Viewpoint Letter, or
- **8 weeks** have passed since your complaint was first made

At that stage, you may escalate your complaint externally.

---

## **6. Independent Redress – The Property Ombudsman (TPO)**

If you remain dissatisfied, you can refer your complaint to:

### **The Property Ombudsman**

Unit 159756, PO Box 7169, Poole, BH15 9EL, United Kingdom

You must:

- First complete our internal complaints procedure, and
- Refer your complaint within **12 months** of our final response

TPO will only consider complaints after the agent has had the opportunity to resolve the matter internally or after 8 weeks have passed.

---

## **7. Propertymark**

As a Propertymark member, Letsinvest is required to uphold high professional and ethical standards.

If your complaint relates to a potential breach of **Propertymark Conduct and Membership Rules**, and remains unresolved after redress, you may contact:

<https://www.propertymark.co.uk/professional-standards/complaints.html>

Propertymark investigations focus on disciplinary matters rather than consumer compensation. [

---

## **8. Putting Things Right**

Where a complaint is upheld, we will take appropriate action which may include:

- An explanation and/or apology
- Corrective action or service improvement
- Compensation or fee adjustment where appropriate

Complaint handling should aim to resolve issues fairly and proportionately in line with Ombudsman principles.

---

## **9. Continuous Improvement**

We record and review all complaints to:

- Identify trends and recurring issues
- Improve staff training and processes
- Enhance overall service delivery

Proper complaint handling supports better service standards and reduces escalation to external redress schemes.