



Complaints Procedure

Homelink Lettings Ltd aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following...

If you believe you have a grievance, please write in the first instance **to Amalia Protheroe** at the address below:

**Homelink Lettings Ltd
Tramshed Tech
Griffin House
High Street
Newport
NP20 1FX**

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established "in-house" procedures. A formal written outcome of the complaint will be sent to you within 15 working days. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact Amalia Protheroe at our offices, who will review the complaint.

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333 306

www.tpos.co.uk