

OUR COMMITMENT TO YOU

We aim to provide the highest possible standard of service to all landlords and tenants, but to ensure that your interests are safeguarded we offer the following complaints procedure:

- If you believe you have a grievance with any aspect of our service, please write in the first instance to Lyndsey Whitehead, Lettings Manager, at the address below:

By Post: H2L Property Management Limited,
Old Pump Offices
Main Road
Meriden
Coventry
West Midlands CV7 7NF

Email: Lyndsey.Whitehead@H2L.co.uk

Fax: 0845 203 6336

- The complaint will be acknowledged by us in writing, by letter, 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 21 days. If we require longer than this, 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 the Group CEO at the same address, who will review the complaint and our response.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you remain dissatisfied with our final written statement you can refer the matter, provided it is within the six month period following the date of our final written statement, to:

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

Telephone 01722 333306

Facsimile 01722 332296

Email admin@tpos.co.uk