



## **Customer Complaints Procedure**

At Cherry Lets we aim to provide the highest standards of service to all landlords and tenants. We are members of The Property Ombudsman. If you have a complaint about Cherry Lets the following procedure is in place to help you resolve it.

### **Stage 1**

Please write to the Director, Annabelle Clitherow stating the reasons for your complaint. You will receive an acknowledgement within three working days of receipt of getting in touch with us and a full response to your complaint within 15 working days.

If the nature of your complaint is such that we need further time to consider it we will contact you and let you know the reason for the delay.

### **Stage 2**

If you are not satisfied with the outcome of your complaint at Stage 1 you can refer the matter again to the Director, Annabelle Clitherow who will review your complaint and the response sent at Stage 1.

You should outline the reasons you are not satisfied with the response to your complaint by Cherry Lets. You will receive a response within the same timescales as outlined in Stage 1 above.

### **Stage 3**

If you are dissatisfied with the conclusion of the in-house review of the complaint or have not received a response within 8 weeks of your original complaint, you can refer the matter to The Property Ombudsman, Milford House, 43–45 Milford Street, Salisbury, Wiltshire, SP1 2BP. <https://www.tpos.co.uk/>

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

**Cherry Lets  
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