IMS Lettings Solutions Limited – Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. Please email lettings@imspropertygroup.co.uk alternatively you can send it by post to 18 Kings End, Bicester, OX26 2AA.

What will happen next?

• We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
• We will then investigate your complaint. This will normally be dealt with by a senior manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
• If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Branch Manager.
• We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
• If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk

Please note the following: 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 complaint procedure, before being submitted for an independent review.