



No Letting Go Complaints Procedure

If you have a complaint

If you are unhappy with our service we want to know about it as soon as possible. We will investigate the situation so we can explain, apologise and take positive action where necessary.

We take all comments and complaints seriously and we always:

- Handle complaints confidentially
- Investigate impartially
- Offer a clear and complete investigation

Local resolution- tell us straight away

If you tell us as soon as the problem arises, it can often be sorted out without delay. In many instances, the people in our offices should be able to help with day-today-queries. Otherwise the manager or a senior member of staff will be happy to assist.

Local resolution- E Mail us

If you prefer you can put comments in writing by e mail.

Please email your complaint to jenniedennis@nolettinggo.co.uk, stating:

- The property address and job type
- The date on which the complaint occurred
- Names of those involved
- A clear description of the complaint
- Details of what you would like us to do to put it right
- Any further comments that you wish to bring to our attention

Getting back to you

We will acknowledge receipt of your complaint within two working days. An investigation will be undertaken and you will receive a reply outlining what we have found in our investigation. This will be sent to you within 5 working days. If the investigation is still ongoing after 5 working days an e mail will be sent explaining why it is taking us longer than normal.

Second stage - internal review

If you are not satisfied with the local resolution then the person responsible at group level for all client service raised issues is our Training and Quality Director. Please e mail your complaint to KellyMcGuinness@nolettinggo.co.uk with the details above stating why you are unhappy with the local resolution and we will investigate further. This will take up to 7 working days.

Third stage – referral to the Industry Complaints Adjudication Service

If you are not satisfied with the outcome of the investigation into your complaint, you may refer your complaint to the Association of Professional Inventory Providers (APIP), who will consider whether No Letting Go have broken any of the commitments and obligations set out by APIP and the code of practise we work from. No Letting Go will provide you with the contact details in the unlikely event that they are needed.