No Letting Go Complaints Procedure

CLIENT

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, and as appropriate take positive action and apologise.

We take all comments and complaints seriously and we always:
Handle complaints confidentially
Investigate impartially
Offer a clear and complete investigation

First Stage - Local resolution- tell us straight away
If you tell us as soon as the problem arises, it can often be sorted out without delay. Please contact the local office or assessor who conducted the visit and report – contact details are also provided on the website.

Second stage- If you are unable to resolve the complaint with the local No Letting Go Office, please contact No Letting Go Head Office.
Please email your complaint to info@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 five 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 7 working days. If the investigation is still ongoing after that period an e mail will be sent explaining why it is taking us longer than normal.

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 Independent Inventory Clerks (AIIC), who will consider whether No Letting Go have broken any of the commitments and obligations set out by AIIC and the code of practice we work from. No Letting Go will provide you with the contact details in the unlikely event that they are needed.

Compensation – If any error or omission in our report causes provable financial loss we will compensate up to the chargeable amount for the service we have provided, to the instructing party**.**

TENANT

Tenant Report Feedback and Complaints Policy

1. Our Commitment to Impartiality
No Letting Go provides independent property reports, recording the condition, cleanliness and contents of a property at the time of inspection.
Although our reports are often commissioned and paid for by landlords, letting agents or other instructing organisations, our findings remain impartial.

2. Our Client Relationship
Our contractual relationship is with the landlord, letting agent or organisation instructing the report. Tenants are entitled to review the report and raise concerns; however, any discrepancies or requests for amendments should be directed to their landlord or managing agent.

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No Letting Go does not act as an intermediary in disputes between landlords or managing agents and tenants.

3. Seven-Day Review Period
Tenants have seven calendar days from receipt of an inventory or check-in report to review its contents and submit comments or supporting evidence to their landlord or managing agent.
Where comments are referred to No Letting Go by the instructing client, we may accept, amend, add supplementary information or decline requested changes, depending on the evidence available.
The submission of comments does not automatically result in amendments to the report.
Supplementary information containing more than 2 photos and/or more than 200 words must be entered by the tenant using the link sent by us. We will not accept information outside of this process.

4. Requests After Seven Days
Following expiry of the seven-day review period, No Letting Go does not ordinarily review additional tenant evidence or make retrospective amendments to completed reports.
This protects the integrity of the original inspection record, which reflects the assessor's observations at the time.
Tenants should retain their own dated photographs and supporting evidence and provide these to their landlord or managing agent. Such evidence may be considered independently in any subsequent tenancy deposit dispute.

5. Complaints and Report Accuracy
Disagreement with an assessor's observations does not automatically mean the report is inaccurate.
No Letting Go will not amend reports solely because either party disputes the findings.
However, credible concerns involving significant factual errors or professional misconduct may be reviewed separately, including outside the seven-day period where appropriate.

6. Repeated Correspondence
Once an enquiry has been addressed and a final response provided, No Letting Go will not ordinarily engage in further correspondence concerning the same issues unless significant new information is presented.
Deposit disputes must be addressed through the landlord, managing agent or appropriate dispute resolution process.

7. Our Position
No Letting Go is committed to producing fair, accurate and independent reports.
Our review procedures are designed to protect the reliability of those reports while ensuring that both landlords and tenants have an appropriate opportunity to raise concerns.
This policy does not affect any applicable statutory rights or rights to pursue a legitimate complaint.