

In-House Complaints Procedure

RENTL 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, via post or email, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to Property Redress to consider without our final viewpoint on the matter).

Please send your complaint via email to: office@rentl.properties

What will happen next?

- We will send you an email or 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 member of staff or the company director, 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. All correspondence will be delivered via email if available.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a second review of the complaint and a review of the response.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. All correspondence will be delivered via email if available.

If you remain dissatisfied, you can then contact Property Redress to request an independent review:

Property Redress
7th Floor Corn Exchange,
55 Mark Lane,
London,
EC3R 7NE

<https://www.propertyredress.co.uk>