



Customer Complaints Procedure

Here at Lets Live Leeds, we strive to provide a first-class service built on professionalism and trust. This is to ensure we can provide you, whatever your needs, with the best customer experience. We recognise sometimes things go wrong – If there is something you are not happy about, tell us straight away, so we can put this right.

Making a complaint

Firstly, please get in touch with the office with your complaint so this can look into this straight away.

If you remain dissatisfied with the initial response, then please contact the Assistant Branch Manager, on the below email: lucy.s@letsliveleeds.com.

If you are still unhappy with either of the above responses this would need to be made clear to us. At this point we will review the situation further and provide our final response on the matter.

Our Response Please note that we have 3 working days to acknowledge your complaint.

After a thorough investigation, we aim to respond formally in writing within 15 days. The above time frame would also apply when providing our final response, in the event we were unable to resolve the matter in the first response from the branch manager. If you remain Dissatisfied.

If you are still not satisfied after our final response (or more than 8 weeks have elapsed since the complaint was made) you can request an independent review from The Property Redress Scheme without charge.

You need to submit your complaint within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Redress Scheme, Premier House, 1st Floor, Elstree way, Borehamwood, WD6 1JH. Tel 0333 321 9418 Email: info@theprs.co.uk Website: <https://www.theprs.co.uk/>

www.letsliveleeds.com

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