



COMPLAINTS PROCEDURE

Hove Lets are committed to providing an efficient service and offer products of the very highest standards.

If you feel that we have not met your expectations in any way, then please let us know so we can investigate further, this will also help us to improve our service.

We would ask that in the first instance you raise your issue with the relevant department as quite often they are able to resolve matters quickly and efficiently and may not be aware of the problem, so would ask you give them the opportunity to resolve directly first.

Formal – Stage 1

If, after dealing with the Manager of the Department, you feel that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, we would invite you to make a formal written complaint and send to our main correspondence email – info@hovelets.com and another Manager will be in touch. Your complaint will be acknowledged within 3 working days of being received and will be investigated further.

Upon completion of the investigation and within 15 working days of receipt of your complaint, you will be contacted in writing by the person of relevant authority and advised of the outcome.

Formal – Stage 2

If, after receiving the response following the investigation from Stage One, you feel that your complaint remains unresolved, you may email sophia@hovelets.com and our Branch Manager will arrange a separate review of your complaint. You will receive an acknowledgment within 3 working days and a final viewpoint letter within 15 working days of your request for a further review.

Stage 3

Following Stage Two, should the matter still not be resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can refer it to The Property Ombudsman (TPO) without charge as below. The formal steps outlined above must be completed in full before proceeding through this route.

The Property Ombudsman (TPO)

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333306

admin@tpos.co.uk

www.tpos.co.uk

Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our final viewpoint letter.