Complaints Process Guide

Last reviewed September 2019.

This document outlines the chronological steps to be taken by RentLondonFlat.com ("we", "us", "our") and by the Complainant (whether they be an Owner, Guest, an associate of ours, a partner of ours, or any member of the wider public) in the case of a complaint.

1. The Complainant raises an informal (verbal or written) issue of concern to any of our staff members.

2. The Complainant and that staff member review the situation and try to resolve the issue through open, honest, and friendly discussion between themselves.

3. If the issue still remains unresolved, the Complainant may submit a written letter (i.e. an email to complaints@rentlondonflat.com) outlining the point of concern, including any and all evidence (e.g. text and photos) as well as their email address and phone number. Hereafter this written letter shall be known as “Complaint Letter 1”.

4. Within 5 working days of receipt of Complaint Letter 1, one of our managerial staff will investigate and issue a written reply (“Complaint Reply 1”) to the Complainant suggesting a way forward to resolve the Complaint.

5. If the Complaint still remains unresolved, the Complainant may submit a further written letter (“Complaint Letter 2”) to escalate the matter further. This must be done within 1 month of sending of Complaint Letter 1. Otherwise the matter shall be set aside and not progressed.

6. Within 15 working days of receipt of Complaint Letter 2, one of our directorial staff will issue a final written reply (“Complaint Reply 2”) to the Complainant with further suggestions for resolving the Complaint.

7. If the Complaint still remains unresolved, the Complainant may escalate the matter still further to independent bodies for arbitration, such as The Property Ombudsman.

8. We and the Complainant shall follow any and all relevant independent bodies’ complaints resolution procedures.