

Complaints Process Guide

Last reviewed March 2019.

This document outlines the chronological steps to be taken by RentLondonFlat.com (“RLF”) and by the Complainant (whether they be an Owner, Guest, RLF associate, RLF partner, or any member of the public) in the case of a complaint.

1. The Complainant raises an informal (verbal or written) issue of concern to any RLF staff member.
2. The Complainant and RLF staff member should review the situation and try to resolve the issue through open, honest, and friendly discussion.
3. If the issue still remains unresolved, the Complainant can 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 shall be known as “Complaint Letter 1”).
4. Within 5 working days of receipt of Complaint Letter 1, RLF managerial staff will 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 can 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, RLF 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](#).

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Registered company address: RentLondonFlat.com, Bentinck House, 3-8 Bolsover Street, London, W1W 6AB, U.K.

Postal address: RentLondonFlat.com, Lytchett House, 13 Freeland Park, Wareham Road, Lytchett Matravers, Poole, Dorset, BH16 6FA, U.K.



8. RLF and the Complainant shall follow any and all relevant independent bodies' complaints resolution procedures.

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