

Complaints Procedure

At Victoria Allman Lettings, we are committed to providing the highest level of customer service. However, we understand that sometimes things may not go as expected. If you are dissatisfied with any aspect of our service, we encourage you to let us know so we can resolve the issue as quickly as possible.

Step 1: Informal Resolution

In the first instance, please raise your concerns with the member of staff you have been dealing with. They will attempt to resolve the matter promptly and informally. If you are not satisfied with the response, please proceed to Step 2.

Step 2: Formal Complaint

If your complaint has not been resolved informally, you may submit a formal complaint in writing. Please include the following details:

- Your full name and contact details
- The property address (if applicable)
- A clear description of the issue
- Any relevant documents or correspondence
- How you would like us to resolve the matter

Send your complaint to Martin Allman via:

- Email: martin@victoriaallman.co.uk
- Post: Orchard House, Cherry Orchard Lane, Luckington, Chippenham, Wiltshire SN14 6NX

We will acknowledge receipt of your complaint within 2 business days and provide a written response within 10 business days. If we require more time, we will notify you and provide an updated timeline.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

Step 3: Independent Redress Scheme

If you remain dissatisfied after following our internal complaints process, you can refer your complaint to our independent redress scheme. We are a member of The Property Ombudsman (TPO) who can be contacted by the following methods:

- Website: www.tpos.co.uk/consumers/how-to-make-a-complaint
- Tel: 01722 333 306
- Email: admin@tpos.co.uk
- Address: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

You must refer your complaint within 12 months of receiving our final response. The redress scheme will review your complaint independently and make a decision.

Other Regulatory Bodies

We are also members of Propertymark (www.propertymark.co.uk), the professional body for the property sector, and adhere to their codes of practice.

If you feel your complaint has not been satisfactorily dealt with by us and the redress scheme, you can send your complaint to Propertymark.

Go to the Propertymark website to download a complaint form.

We value your feedback and are committed to continuous improvement. Thank you for bringing your concerns to our attention.

Martin Allman
Director
Victoria Allman Lettings Limited

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