

## Client Complaint Procedure

**Larards Property Management Ltd, trading as Larards Lets, Lets Sell and Lets Go Green,** operate a complaint handling procedure and we are members of The Property Ombudsman Scheme ([www.tpos.co.uk](http://www.tpos.co.uk)). This note sets out the procedure we will follow in dealing with a complaint.

We have appointed Mr Glen Welbourne to deal with complaints. If you have a question, or if you feel it is necessary to raise a complaint, please contact him at:-

**The Property Centre, 24 Hull Road, Hessle, East Yorkshire, HU13 0AH  
Telephone 01482 654444**

If you have initially made your complaint verbally, whether face-to-face or by telephone and if you are not satisfied, please also make it in writing addressed to Mr Glen Welbourne. We will acknowledge your complaint within 3 working days of receiving it, enclosing a copy of this procedure. If you do not receive our acknowledgement please contact us immediately.

If we have received a written complaint we shall conduct an internal investigation and respond to you within fifteen working days of sending the acknowledgement letter, setting out our understanding of your case and supplying you with a formal written outcome of our investigation.

It is very important that we understand your case and we ask you to be very specific about any act or omission you believe has occurred. You should also let us know how you would like us to resolve your complaint. We may invite you to a meeting so that we can better understand your case.

We shall do our best to satisfy you but if you feel that we have misunderstood your case, or in the unlikely event that you remain dissatisfied, you must write to us again explaining why and we will arrange for another review to take place.

Following our second review of your complaint we will provide you with a written statement expressing our final view point. We will do this within fifteen working days of receiving your request for a review but, for us to do so, it is important that you respond promptly to any further enquiries and queries which we may raise.

If we cannot resolve your complaint you can then contact The Property Ombudsman to request an independent review. You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman's role is to resolve disputes and not to fine or punish an agent. The Property Ombudsman requires that all complaints are addressed through our complaints procedure before being submitted for an independent review.

You can withdraw your complaint at any stage.

The Property Ombudsman can be contacted at:-  
The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP  
Telephone 01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Commercial or business-to-business complaints shall be referred to:  
RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA  
Telephone 02073 343806  
Email [drs@rics.org](mailto:drs@rics.org)

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