



Adrian Wedlake Residential Lettings & Management
In-House Complaints Procedure

At Adrian Wedlake Residential Lettings & Management we are committed to providing a professional service to all clients and customers. When you are not happy or feel our service has not met your standards please tell us about it so we can improve our service.

If you have a complaint please put this in writing via email to adrian@adrianwedlake.co.uk or 29 The Tynings, Clevedon, BS21 7YP. We will respond with the timelines set out below. If you feel we have not resolved your complaint within 8 weeks you may want to take the matter further with the Property Ombudsman.

What will happen next once you have made a written complaint to Adrian Wedlake Residential Lettings & Management.

1. We will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it, including a copy of this procedure.
2. We will investigate your complaint. This will be dealt with by Adrian Wedlake who will review your file. A formal letter/email of our investigation will be sent to you within 15 working days of sending the acknowledgment letter.
3. If you are not happy with the outcome of the investigation you should contact us again for a second review.
4. We will acknowledge you are still not happy via an email/ letter within 15 days of receiving your request to review. We will confirm our final thoughts on the complaint.

If you are not happy with our final outcome you can contact The Property Ombudsman to request an independent review :

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333306
www.tpos.co.uk

Please be aware your complaint will need to be submitted to The Property Ombudsman within 12 months of receiving our final letter which you will need to include to The Property Ombudsman along with any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.