



Sincere
LETTINGS

Complaints Procedure

At Sincere Lettings, we strive to offer the highest level of service to all our clients. However, if you feel that we have not met your expectations, we have a formal complaints procedure to ensure that your concerns are addressed promptly and effectively.

1. Informal Resolution

In the first instance, we encourage you to raise your complaint directly with the member of staff you have been dealing with. They will aim to resolve your issue informally, and you may find that your concerns are addressed quickly.

2. Making a Formal Complaint

If you are not satisfied with the response at the informal stage, or you wish to escalate the matter further, please follow the steps below:

Step 1: Submit Your Complaint in Writing

Please provide the following details in your written complaint:

- Your name
- The property address (if applicable)
- A clear description of the issue(s)
- Any relevant dates and supporting evidence
- What you expect from us to resolve the complaint

You can submit your complaint in writing to:

Sincere Lettings

252 Hoe Street, London, E17 3AX

Email: admin@sincerelettings.co.uk

Telephone: 020 8520 0425

Step 2: Complaint Acknowledgement

Once we have received your complaint, we will acknowledge it in writing within **3 working days**. Our aim is to investigate your complaint thoroughly and respond within **15 working days** of receiving it.

3. Investigation and Response

The investigation will be conducted by a senior member of the team who has not been directly involved in the matter. A formal response will be issued in writing, detailing the outcome of the investigation and any steps we will take to address the issue.

4. Further Escalation

If you remain dissatisfied with our final response, you can escalate your complaint to an independent redress scheme. Sincere Lettings is a member of The Property Ombudsman. You can contact them as follows:

The Property Ombudsman

Tel: 01722 333 306

Web: www.tpos.co.uk

252 Hoe Street, Walthamstow, London E17 3AX

T | 020 8520 0425 E | admin@sincerelettings.co.uk

Company Registration No: 14964498

