**Complaints Handling Procedure**

HelpMeRent.co.uk Ltd is accredited by UKALA [UK Association of Letting Agents] HelpMeRent.co.uk Ltd endeavors to reach Industry Best Practice for Landlords, Tenants & anyone who uses one of our services, whether they be a paying customer or not.

To ensure your interests are respected appropriately we have safeguards in place:

**Stage One**

If you have a complaint to make please e-mail: [info@helpmerent.co.uk](mailto:info@helpmerent.co.uk) addressed to the Office Manager [Please be aware this Stage 1 letter may be dealt with by Craig Swire]. We will acknowledge receipt of your complaint within 3 working days. We will then investigate the matter and e-mail you with a written outcome of the complaint within 15 days.

Should the investigation be of a complex nature OR require additional information we will write to you within the initial 15 days and advise you of the re-vised time-scale.

**Stage Two**

We aim to resolve the matter during this initial stage. However, if you are still dissatisfied with the written outcome please e-mail: Craig Swire, As Principal of HelpMeRent.co.uk Ltd: [craig@helpmerent.co.uk](mailto:craig@helpmerent.co.uk)

A review of the complaint will take place and a Final Viewpoint Letter will be provided to you within 7 days.

**Stage Three**

Upon receipt of the Principals position should you remain unhappy & wish to take matters further, you can refer your complaint to The Property Ombudsman by following the link below:

<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

Alternatively find The Property Ombudsman [TPO] Complaints form [here](http://www.tpos.co.uk/images/documents/forms/tpo-complaints-form-webform.pdf)