

COMPLAINTS PROCEDURE

As a member of the professional body Propertymark, Tara and Co aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

We are happy to deal with your complaint by phone in the first instance by calling 01926422077, or by letter or email, as you prefer. If you are not satisfied with our service you should write with a summary of your complaint to the Lettings Manager **Jack Carver** or to Head of Property Management **Emily Kelly** at:

**21/23 Clemens Street,
Leamington Spa, CV31 2DW**
complaints@taraandco.com

The grievance will be acknowledged immediately, investigated thoroughly in accordance with established inhouse procedures and a reply sent to the complainant within seven working days of receipt of the letter.

If further time is required to complete the investigation the complainant will be advised in writing within the 7 working days. If the complainant is dissatisfied with the result of the internal investigation, please contact the

Managing Director
David French
21/23 Clemens Street
Leamington Spa, CV31 2DW

01926 422 077

If the complainant is still not satisfied the complaint can be referred to **The Property Ombudsman.**

Tara & Co are committed to cooperating with any investigations by the Ombudsman pursuant to, and in accordance with, his Terms of Reference. Tara & Co will comply with any award, which is made by the Ombudsman against us and accepted by the complainant and which is binding on us. Tara & Co will pay the amount of any such award within the period for payment required by the Ombudsman's Terms of Reference.

