

COMPLAINTS PROCEDURE.

Company Name: Inspired Property Lettings (Sussex) Limited

Registered Address: 2-6 Sedlescombe Road North, St Leonards-on-Sea, TN37 7DG

Company Registration Number: 15305948

Contact telephone number for complaints: 01424 444422

Email for complaints: info@inspiredhub.co.uk

Contact for complaints: Mr Allan Knight

Inspired Property Lettings are members of The Property Ombudsman. Membership number: T10091

A complaint can be made either by telephone or email using the information supplied above. The following steps will then take place;

STEP 1: Inspired Property Lettings (Sussex) Limited will acknowledge your complaint within 3 working days of receipt. A copy of this complaints procedure will be included with the acknowledgement.

STEP 2: Inspired Property Lettings (Sussex) Limited will respond to the complaint within 15 working days from the date of receipt.

STEP 3: The complainant can accept the response, or if the response is not acceptable, will need to notify Inspired Property Lettings (Sussex) Limited in writing or by telephone that they are not satisfied. The following step will then apply;

STEP 4: A Final Viewpoint/Deadlock letter will be sent by Inspired Property Lettings (Sussex) Limited within 8 weeks of the initial complaint. If the complainant does not accept the content of this letter, the complainant has up to 12 months to refer the matter to The Property Ombudsman Scheme for a decision to be made. Further details of this can be found at www.tpos.co.uk