



Lcl Lettings complaints procedure.

1. Introduction

At LCL Lettings Ltd, we are committed to providing a high standard of service to all our landlords, tenants, and clients. If something goes wrong, we encourage you to let us know so we can put things right and improve our service.

This document outlines our procedure for handling complaints.

2. Making a Complaint

If you are dissatisfied with any aspect of our service, you should first raise the issue with the member of staff you have been dealing with. If this does not resolve your concern, please submit your complaint in writing to:

Office 36, The Colchester Centre, Hawkins Road, Colchester , Essex , CO28JX

OR

info@lcllettings.co.uk

Please include:

- Your full name and contact details
- The property address involved
- A clear description of your complaint
- Any relevant supporting documents or evidence
- What outcome or resolution you are seeking



3. Internal Complaints Process

Stage 1 – Acknowledgement

We will acknowledge receipt of your complaint within **3 working days** of receiving it.

Stage 2 – Investigation

Your complaint will be thoroughly investigated by a senior member of staff, not directly involved in the original issue. We aim to respond with a **formal written outcome within 15 working days** of acknowledgment.

Stage 3 – Final Review

If you are dissatisfied with the outcome, you may request a final review by a senior manager or director. A final written statement will be issued within **15 working days** of your request for review.

4. Referral to Redress Scheme

If you are still unhappy with our final response, or if eight weeks have passed since your initial complaint and you have not received a final response, you may refer your complaint to our redress scheme:

Property Redress Scheme

**The Property Redress Scheme Premiere House, 1 st Floor Elstree Way
Borehamwood WD6 1JH**

0333 321 9418

You must refer your complaint within **12 months** of our final response.



5. Record Keeping

We maintain records of all complaints and outcomes for a minimum of 6 years for monitoring, compliance, and staff training purposes.

6. Feedback

We welcome feedback of any kind. Even when things go wrong, it gives us the opportunity to improve our service.
