

Bamboo Lettings Complaints Procedure



We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This three stage process is designed to help you make us aware of your views so we can address your concerns.

Stage 1

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to: -

**Bamboo Lettings
Partnership Building
Hamilton Street
Birkenhead
Wirral
CH41 5AA**

Or you can email full details of your dissatisfaction to lettings@bambooestates.co.uk

- Your concerns will be considered by the lettings manager, who will investigate the matter
- We will send you written acknowledgement within three working days
- You will be told, in the written acknowledgment, who is to be responsible for investigating the issues raised
- Where possible you will receive a details response within fifteen working days of our acknowledgment of your complaint
- If further time is required to investigate your concerns, then you will receive a written explanation for any delay
- If we do not hear from you within a further eight weeks from our response, we will assume the matter has been addressed and close our file
- Should you have concerns in the meantime please contact the member of staff whose name appears on the letter of the acknowledgment

Stage 2

After receiving our response, if you feel your complaint has not been fully addressed please let us know

- Your letter will be acknowledged within three working days of receipt
- Your concerns will be considered by members of the Bamboo Estates Board
- A final response will be issued where possible, within fifteen working days of the acknowledgment of your request for a further review
- If we are unable to respond within fifteen working days, we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party

Stage 3

If you are still unhappy with our response you are entitled to refer the matter to The Property Ombudsman within 12 months for a review, details of which will have been provided in our final letter.

Please note: You will need to complete our internal complaints procedure before you can refer your concerns to any regulatory body.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Consumer Enquiries

Tel: 01722 333 306 Fax: 01722 332 296

Membership Enquiries

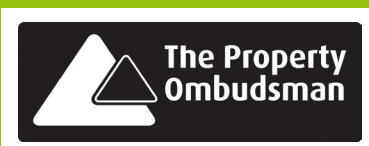
Tel: 01722 335 458

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Bamboo Lettings is the trading name of Bamboo Estates LLP company registration number **OC413454**. Registered address:

Partnership Building, Hamilton Street, Birkenhead, Wirral, CH41 5AA



<https://www.tpos.co.uk>

Bamboo Lettings is currently not a member of a Client Money Protection Scheme