

## Cheshire Lamont Residential Lettings Limited Customer Complaints Handling Procedure

As a firm accredited by the Client Money Protection Scheme (CMP), Cheshire Lamont 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.

- If you believe you have a grievance, please write in the first instance to:

Ms Samantha Jones [Admin@cheshirelamont.co.uk](mailto:Admin@cheshirelamont.co.uk)

Lettings Administrator

Cheshire Lamont Residential Lettings

63 Welsh Row

Nantwich

Cheshire

CW5 5EW

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established in-house procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this time scale, we will advise you in writing and confirm our revised response date.

- If you remain dissatisfied with the result of the internal investigation, please contact.

Mr Alexander Kemp [ak@cheshirelamont.co.uk](mailto:ak@cheshirelamont.co.uk)

Managing Director

Cheshire Lamont RL Ltd

63 Welsh Row

Nantwich

Cheshire

CW5 5EW

who will review the complaint and a formal written outcome of the review will be sent to you within 14 days.

- Following the conclusion of the in-house review of the complaint, should you wish to take the matter further, you can refer the complaint to the **Ombudsman Services**. You can register your complaint online at [www.ombudsman-services.org](http://www.ombudsman-services.org) or in writing to.

Ombudsman Services – Property

PO Box 1021

Warrington

Cheshire

WA4 9FE

If you wish to register a complaint regarding **Insurance Services** provided by Cheshire Lamont Residential Lettings you should contact Ascott Insurance Services Authorised and Regulated by the Financial Conduct Authority. Privacy notice - <https://ascottinsurance.co.uk/wp-content/uploads/2024/04/Privacy-Notice.pdf>  
Buy online at [www.ascottinsurance.co.uk](http://www.ascottinsurance.co.uk) If you cannot settle your complaint with Ascott Insurance, you may be entitled to refer it to The Financial Ombudsman Service.