

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 Emma Perrin – ep@cheshirelamont.co.uk
Lettings Administrator
Cheshire Lamont Residential Lettings
54 Welsh Row
Nantwich
Cheshire
CW5 5EJ

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@cheshirellamont.co.uk
Managing Director
Cheshire Lamont Residential Ltd
54 Welsh Row
Nantwich
Cheshire
CW5 5EJ

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 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 Let Alliance. Let Alliance is a trading name of Barbon Insurance Group Limited. Registered in England and Wales, registered number 03135797. Registered Office: Hestia House, Edge west Road, Lincoln, LN6 7E. If you cannot settle your complaint with Let Alliance, you may be entitled to refer it to The Financial Ombudsman Service.