

## **Customer Complaints Handling Procedure**

Linley and Simpson aims to provide the highest standards of service to all its customers, 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 the Branch Manager at the office where your problem originated. Managers' names and contact details may be found on our website. The grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established 'in-house' procedures and a reply sent to the complainant within 21 days of receipt of the letter.
- If the complainant is dissatisfied with the initial outcome, he or she can appeal to the Company Directors.

Will Linley or Nick Simpson at 56 Street Lane, Roundhay, Leeds, LS8 2ET  
[will@linleyandsimpson.co.uk](mailto:will@linleyandsimpson.co.uk) or [nick@linleyandsimpson.co.uk](mailto:nick@linleyandsimpson.co.uk)

- If the complainant is still not satisfied, Linley and Simpson offers independent mediation between the complainant and the company via The Property Ombudsman for Lettings.



*A free, fair and independent service for buyers,  
sellers, tenants and landlords of property in the UK.*