

## Complaint Procedure

Here at iletpro, our customers are what make us who we are, and we believe you have the right to a hassle free, first class service at all times.

### Step 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking to make things better.

You can expect your complaint to be acknowledged within forty-eight hours of receipt. You will get a response and an explanation within five working days. We sincerely hope at this point, the complaint has been resolved and both parties are happy.

### Step 2

If you are not satisfied with the initial response to the complaint then you can request for the complaint to be raised with the head of department who will look into your complaint and respond within ten working days.

All staff at iletpro are on a mission to make renting better for everyone, so we hope complaints do not come often. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter.

### Step 3

We sincerely hope you never need to get to step three. However, in the unlikely event that you remain dissatisfied then you may refer the matter to The Property Redress Scheme:

Property Redress Scheme  
Premiere House,  
1st Floor,  
Elstree Way,  
Borehamwood,  
WD6 1JH.  
[info@theprs.co.uk](mailto:info@theprs.co.uk)