

COMPLAINTS PROCEDURE

At 2let2 Ltd, we value our contract holders and are committed to providing the highest level of service. If for any reason you are dissatisfied with any aspect of service you have received, please do not hesitate to contact one of our agents, who will be more than happy to assist you in this the matter.

If you are requesting a service for the first time (such as repairs), we kindly ask that you allow us the opportunity to address and rectify any concerns you may have. However, if you are already in communication with one of our agents and they have been unable to resolve the issue to your satisfaction, we encourage you to request that your concern be escalated to a team leader.

Should you still wish to proceed with making a formal complaint, please refer to the complaints procedure outlined below.

COMPLAINT MANAGEMENT PROCESS:

Our complaints procedure has been structured to ensure that any concerns are dealt with as efficiently as possible and any feedback received will help our agency improve further. Please follow this process:

Stage 1 - Make your complaint

Please set out the details of your complaint in writing (either by letter or email) by contacting Carolyne Kennedy in the admin team at admin@2let2.com or at:

97 Wyeverne Road
Cathays
Cardiff
CF24 4BG

Timescale: Your complaint will be acknowledged within 3 working days of us receiving your complaint and Carolyne will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within 15 working days of receiving your complaint.

Stage 2 – Write to the Manager

If resolution cannot be made and you remain dissatisfied, you should contact us again and we will conduct a separate review to be undertaken by Gregg Roberts, the Manager.

Timescale: This complaint will also be acknowledged within three working days of receipt and an investigation undertaken. You will then receive a response from Gregg within 15 working days of receiving your request for a further review.

Stage 3 – Write to the Director

If an amicable resolve has still not been reached, you should contact our director with a written complaint so that further investigation can be made. This will outline our final viewpoint on the matter.

Timescale: A formal written outcome of this investigation will be sent to you within 15 working days.

Stage 4 - Redress

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from the Property Redress Scheme (PRS) of which we are a member, without charge.

1st Floor Premiere
House Elstree Way
Borehamwood
WD6 1JH

Timescale: You must refer your complaint to PRS within 12 months of receiving our final viewpoint letter.