admin@tlcproperties.uk

01492484465

36A Madoc St, Llandudno
Conwy LL30 2TL

COMPLAINTS HANDLING PROCEDURE

As a RSW licensed agent we have in place a CHP. Our CHP has two stages. Stage one gives TLC Property Lettings and Sales Ltd the opportunity to review and consider your complaint in full. TLC will try to resolve your complaint to your satisfaction. If you are not happy with our response you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider approved by Rent Smart Wales.

STAGE ONE

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written copy to

TLC Property Letting and Sales Ltd

36a Madoc St

Llandudno

LL30 2TL

Or via e mail to admin@tlcproperties.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

STAGE TWO

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RSW. We have chosen to use the following redress providers

PRS – Property Redress Scheme, their website is www.theprs.co.uk, you are able to complete an online complaints or general enquiry form. You can also call them between Monday and Friday between 9am and 5.30 pm. You can also email your complaint to them or write to them with your company. Their details are listed below.

PRS – Property Redress Scheme

Phone – 0333-321-9418 **Email – info@theprs.co.uk**

Post – Property Redress Scheme, Premier House, 1st Floor, Elstree Way, Borehamwood. WD6 1JH