



IMS Lettings Solutions

## Complaints Procedure

IMS are licensed members of Propertymark, we aim to provide the highest standards of service but should we not meet your expectations or you are dissatisfied with the service we deliver we want to know. We constantly review our processes to enhance the customer experience and if something goes wrong it is important we hear about it so that we can take steps to remedy matters.

How do I make a complaint?

### Stage 1

In the first instance, please call us, many problems can be resolved informally. Please contact us on 01869 248339.

If this approach does not satisfactorily deal with your concerns, you can escalate your complaint to the CEO who will respond in full.

### Stage 2

Please write to Michelle Niziol, CEO at:

IMS Lettings Solutions Ltd, 6 Deans Court, Bicester Oxfordshire OX26 6RD

In order that we can help resolve your concern as quickly and efficiently as possible, please provide a clear description of your complaint, of what you believe has gone wrong and also details of what you would wish to be put right.

Your letter will be acknowledged within 3 working days of receipt and an internal investigation undertaken. On completion of the internal investigation, you will be provided with a full response in writing within 15 working days, this will be the company's final viewpoint. It is hoped that this response will resolve the matter to your complete satisfaction. In exceptional cases, where the timescale needs to be extended, this would be no more than a further 15 days and you will be kept fully informed and an explanation provided.

What can I do if I am dissatisfied with the response?

If however you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to The Ombudsman Services scheme who will consider a formal complaint as our nominated redress scheme. This is a free service and any referral to them must be made within 12 months. The contact details for Ombudsman Services are given below:

The Ombudsman Service Limited (company registration number 4351294)

3300 Daresbury Park

Daresbury, Warrington WA4 4HS

Tel No: 0330 440 1614

[www.ombudsman-services.org](http://www.ombudsman-services.org)

You agree that, in the event of you making a complaint to The Ombudsman Services redress scheme, we may disclose information relating to the letting of the Property to the Ombudsman. You also agree that we may disclose



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your contact details to The Ombudsman Service Limited (who are responsible for running the scheme) to assist them in their monitoring of our compliance with the Ombudsman Code of Practice.