

Base Lockwood Complaints Procedure

We aim to provide high levels of customer satisfaction, but if you believe we have made a mistake or have reason to raise a complaint about an element of our service or dealings with you, then please do get in touch with us as soon as possible and we will do everything to get it right.

As members of The Property Ombudsman Scheme we are subject to their rules. In general this gives customers who are unable to resolve a complaint against us the right to have this reviewed by an independent person. Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure. The aim of our complaints procedure is to resolve any issues or concerns as quickly as possible at the individual office.

If you have a problem please discuss this or email us at info@baseletting.co.uk for the attention of either company director; Jonathan Lee or Sean Randall. Alternatively at 453 High Street, Lincoln, LN5 8JA

Our aim is to deal with your problem both quickly, fairly and sympathetically. We will respond to your complaint immediately and no later than 3 working days of the first notification.

If you feel that the matter has not been resolved to your satisfaction, then this must be put in writing to us, within 2 weeks of the initial response.

We will respond to this within 7 working days. If you are still dissatisfied following our response, you should elevate your complaint to TPO. www.tpos.co.uk. The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. The ombudsman will not consider your complaint until you have carried out the above process of communication with our office.

The Ombudsman will consider all the relevant factors and make a decision according to what they believe to be fair. The Ombudsman will then send their decision to you and us. You can accept or reject their decision. If you reject the Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman's decision.