



London Ltd

Letting & Management Complaint Procedure

Equity prides itself on the level of its customer service. However, there may be occasions when our service falls short of your expectations. Outlined below is a guide designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaint procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

In the first instance we would encourage you to discuss any problems verbally and informally with your principle contact within the company. If this does not resolve your concerns, then the formal two step complaint procedure below can be invoked.

Step 1

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve this matter.

You can do this by writing to:-

Equity London Limited
Administration Support
180 Bexley Road
Eltham
London SE9 2PH

Or forward full details of your dissatisfaction by email to:-

info@equityldn.co.uk

- Your concerns will be considered by a manager, who will investigate the matter
- We will send you written acknowledgement within five working days of the first notification
- An internal investigation into your complaint will be undertaken
- You will receive full detailed response within 21 days
- It is hoped that this response will resolve the matter to your complete satisfaction

Step 2

After receiving our response, if you feel your complaint has not been fully addressed please let us know, again in writing.

- Your letter/email will be acknowledged within five working days of receipt
- Your concerns will be considered by a different member of the residential lettings team who has not been involved in the initial determination
- You will be contacted usually within a further ten days to inform you of the conclusions reached, this response will be the final viewpoint of the company

If you are still unhappy

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party.

Therefore in our final letter to you we will provide you with the details of the regulatory bodies who you can approach for further arbitration.

We are members of both the Association of Residential Lettings Agents (ARLA) and The Property Ombudsman (TPO).

Please note – you will need to complete our internal complaints procedure before you can refer your concerns to any regulatory body.

Registered Address 180 Bexley Road, Eltham, London SE9 2PH
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