##

## South Lakes Lettings Ltd Complaint Form

##

**Name of Individual:**

**Post code:**

**Address:**

**Name:**

**E-mail:**

**Tel No:**

**Principal contact details:**

**Outline of complaint:**

Please detail supporting documents provided.

 **Supporting documents:**

Purpose of funding:

**How do you feel that SLL have under- performed and what detriment do you feel you have suffered?**

**Signature:**

**Name: (Print).**

**Declaration: That all statements in this complaint are a true and fair statement of events and sums noted are an accurate and fair representation of loss.**

**.**

**Notes for customers:**

**South Lakes Lettings Ltd complaints procedure is considered and determined by our Directors. We take all complaints seriously, and will write to you within 30 days with our response. SLL do not reimburse rental loss as this is debt from the tenant to the landlord. Neither are we responsible for any consequential loss alleged to be suffered by a claimant. We attempt to satisfy all complaints locally. If this is unrealistic, the Property Redress Scheme is an agency which mediates on issues between agent and its customers. (property Redress Reference: PRS000934). Customers can also contact the Property Ombudsman. We ask please that all complaints be submitted in writing to be considered by SLL. Please be reassured that your personal data remains subject to Data Protection principles. email to:** **info@southlakesletting.co.uk****.** **t wirting can be considered by SLL>**

****