



Customer Complaints Procedure

At Gradwells Lettings Limited, we are committed to delivering a high standard of service to all our clients. As a proudly independent, locally owned business, we take great pride in our professionalism, transparency, and customer care. If something hasn't met your expectations, we want to hear from you. Your feedback is important to us and helps ensure we continue to improve.

In line with the requirements of **The Property Ombudsman**, we operate a formal internal complaints procedure. This must be followed before a complaint can be escalated to the Ombudsman for independent review.

Stage 1 – Initial Complaint

Please submit your complaint in writing to:

Joe Fletcher

Managing Director

173 Wolverhampton Road, WS3 4AD, Pelsall.

joe@gradwellslettings.co.uk

We will acknowledge receipt of your complaint within three working days. A full investigation will be carried out, and you will receive a written response within 15 working days of our acknowledgement.

Stage 2 – Escalation

If you are not satisfied with the response provided at Stage 1, or feel the matter remains unresolved, you may escalate your complaint to:

complaints@gradwellslettings.co.uk

You will receive a final written response within 15 working days of your escalation being acknowledged.

Stage 3 – Independent Redress

If you remain dissatisfied after receiving our final viewpoint letter, you may refer your complaint to:

The Property Ombudsman

Milford House

43–55 Milford Street

Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 333 306

Website: www.tpos.co.uk

You must refer your complaint to The Property Ombudsman within 12 months of receiving our final response. The Ombudsman will not consider your complaint until our internal procedure has been completed.

If you require any further information about our complaints process, please contact us. We are here to ensure your concerns are addressed fairly and promptly.



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