

Premier Complaints Procedure

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 10 working days of receipt. You should get a response and an explanation within 20 working days. If you are unsure which member of Premier staff to write to, your complaint should be sent to the Manager, Mr Tom Shellard at Premier, 207 Cowley Road, Oxford OX4 1XF.

If you are not satisfied with the initial response to the complaint then you can write to the owners of the business, Mrs Jan Bartlett and Mr Charles Bartlett and ask for your complaint and the response to be reviewed. You can expect Mrs Bartlett or Mr Bartlett to acknowledge your request within 10 working days of receipt and a response within 20 working days.

Premier Lettings' aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you are not happy with the outcome The Property Ombudsmen may be able to help. This is an independent dispute resolution service. For more information, visit www.tpos.co.uk