

# Complaints Policy

**Libertas Lettings Limited**

## 1. Our Commitment

At Libertas Lettings Limited, we aim to provide the highest standards of service to all our clients. We value feedback and take complaints seriously. If something has gone wrong, we want to know — and we'll do our best to put it right quickly and fairly.

## 2. How to Make a Complaint

If you're unhappy with any aspect of our service, please contact us in writing using one of the following methods:

### **By email:**

 [jack.wright@libertaslettings.com](mailto:jack.wright@libertaslettings.com)

### **By post:**

 Complaints Department  
Libertas Lettings Limited  
6 Ocean Way  
Cardiff  
CF24 5HF

Please include:

- Your full name and contact details
- The property address (if relevant)
- A clear description of the issue
- Any evidence you'd like us to consider (emails, screenshots, etc.)

## 3. What Happens Next?

### 🕒 Stage 1 – Internal Investigation

- We'll acknowledge your complaint **within 3 working days** of receipt.
- Your complaint will be investigated by a senior member of staff not directly involved in the matter.
- We aim to issue a full response **within 15 working days**.

If your complaint is complex or requires more time, we'll keep you updated and explain the reasons for any delay.

### 🕒 Stage 2 – Final Response

If you're not satisfied with our initial response, you can request a final review by a company director. We'll aim to respond within a further **15 working days**.

## 4. If You're Still Not Satisfied

If, after receiving our final viewpoint letter or after 8 weeks from the date you first raised your complaint, you remain dissatisfied, you can refer your complaint to our redress scheme:

### **The Property Redress Scheme (PRS)**

Website: [www.theprs.co.uk](http://www.theprs.co.uk)

Email: [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

Phone: 0333 321 9418

You must refer your complaint to the PRS within **12 months** of our final response.

## 5. Complaints We Can and Cannot Consider

We can investigate:

- Service issues

- Miscommunication or lack of response
- Delays or process failures
- Disputes over fees or contractual terms

We cannot investigate:

- Complaints about third-party suppliers (e.g. contractors, mortgage brokers)
- Complaints outside our control
- Anonymous complaints or those without sufficient information

## 6. Record Keeping

All complaints and related correspondence will be recorded and retained for a minimum of **6 years**, in line with PRS and regulatory requirements.

## 7. Questions or Concerns?

If you're unsure whether something counts as a complaint - or just want to give us feedback - feel free to contact us. We'd rather hear from you early and have a chance to put things right.