

Complaints Handling Procedure

lrm strives to deliver a quality service to its customers at all times however we recognise that occasionally things can go wrong. If you are dissatisfied with any aspect of the service, you receive from lrm we would like to hear from you.

The following procedure has been implemented to ensure all complaints are dealt with fairly, expediently and by a member of staff of appropriate seniority.

1. Complaints must be made in writing either by email to complaints@l-r-m.co.uk

or by post to

Steven Truman
Director
London Residential Management Limited
9a Macklin Street
London
WC2B 5NE

(If you have made a verbal complaint, you will be asked to put the details in writing)

2. Once we have received your written complaint an acknowledgement will be issued within 7 days.
3. We will aim to conclude our investigation and provide you with a full response within 21 days. The response we provide will outline our findings along with details of any actions we intend to take. If our investigation is ongoing after 21 days we will inform you, explain why and provide an estimated timescale by when we expect to be in a position to respond.
4. As part of our investigation into your complaint, we will work with you to look at any other underlying causes that have led to your complaint and rectify them.
5. We aim to resolve complaints to all parties satisfaction however, if you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Redress Scheme without charge

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

E: info@theprs.co.uk

T: 0333 321 9418

W: <https://www.theprs.co.uk>