



LIGHTEN PROPERTY SERVICES – Complaints Procedure

This document explains how LIGHTEN PROPERTY SERVICES will accept, record, investigate and resolve complaints made about its services.

Standards of Service

LIGHTEN PROPERTY SERVICES aims to provide all its clients with the highest standards of service and client care. If we fail to provide this to you, we need you to inform us so we can try to resolve any problems. We will also learn from them so that we can improve our service.

How to make a complaint

LIGHTEN PROPERTY SERVICES will always try to provide you with an opportunity to tell us of your concerns and will work with you to try to resolve them. A

- If you are not satisfied with any aspect of our service, you may initially want to discuss this with your adviser, to see if the matter can be resolved quickly.
- If you have spoken to your property adviser or if you do not wish to discuss your concerns with them, you may wish to make a formal complaint. You can make your complaint either verbally or in writing to Gil Lighten, who is the Head of LIGHTEN PROPERTY SERVICES.

Gil Lighten can be contacted at 20-22 Wenlock Road, London, N1 7GU.
gil@lightenpropertyservices.co.uk

What Happens Next

- Gil Lighten will acknowledge your complaint within 14 days of receiving it.
- LIGHTEN PROPERTY SERVICES will investigate and provide you with a response to your complaint within 28 days of our receipt of your complaint.

If we have to change the time-scale for any reason, we will let you know and explain why.

LIGHTEN PROPERTY SERVICES will keep details of your complaint in a central register. We will also create a separate file or section in your case file in order to record details of the complaint, our investigation and LIGHTEN PROPERTY SERVICES response to your complaint.

Investigation

Your complaint will be investigated in the following way:

1. Gil Lighten will ask the LIGHTEN PROPERTY SERVICES adviser working on your case to provide their response to your complaint.
2. Gil Lighten will consider the adviser's response, the information provided in the complaint and any other relevant material (such as the contents of your case file).
3. Gil Lighten will then prepare a written response, which will be sent to you. This response will set out the findings of the complaint investigation as well as any suggestions for resolving the matter.
4. If you consider taking legal action against LIGHTEN PROPERTY SERVICES, we confirm we have Professional Indemnity Insurance to meet any relevant claims.
5. Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to LIGHTEN PROPERTY SERVICES, you may at any time complain directly to PIMMS (Property Investors Mediation Service and/or The Property Ombudsman