

## Equity Residential Limited Complaints Procedure

For anyone that has custom with Equity Residential Limited there is a clear customer care procedure if either the landlord or the tenant considers Equity not to have dealt with them correctly.

As members of the National Approved Lettings Scheme and The Property Ombudsman we are committed to providing a high standard of service to clients and customers alike.

To ensure that your interests are safeguarded and that you are fairly treated we offer the following guidance on how an issue can be raised.

All branch managers will deal with day to day problems on a one to one basis, but once a formal complaint has been raised i.e. "I am not satisfied with the standard of work/conduct/behaviour, etc. and I wish to make a complaint", then at this stage you are requested to put your complaint in writing and send it to Managing Director 'Daniel Clitheroe' at the following address:

### **Equity Residential Limited**

19 Gildredge Road,  
Eastbourne,  
East Sussex  
BN21 4RU

Your grievance letter will be investigated thoroughly in accordance with the established in-house procedures and a reply sent to you within ten working days of receipt of your original letter. This reply may request further information from you, or advise you as to the progress of the investigation, or indeed the reply may be our conclusion following the investigation.

Finally, if you are still not satisfied you may refer your complaint to the Property Ombudsman who will consider your complaint in line with the criteria and procedures set out in their published complaints leaflet

More information can be found at their website which is [www.tpos.co.uk](http://www.tpos.co.uk) or their address is:

### **The Property Ombudsman**

Beckett House, 4 Bridge Street,  
Salisbury,  
Wiltshire  
SP1 2LX

Tel: 01722 333306