



LSL Estate Management Complaints Procedure

LSL Estate Management is committed to providing a high-quality service. If things go wrong, we need you to tell us about them. We will acknowledge and respond to your complaint within the timescales set out below.

Stage 1: Initial Complaint (Property Manager)

1. **Submission:** Put your complaint in writing either letter or email to info@lslestates.co.uk for the attention of your property manager, detailing the issues, dates, and desired outcome.
2. **Acknowledgment:** We will acknowledge receipt of your complaint in writing within **3 working days**.
3. **Investigation & Response:** A formal written outcome of our investigation will be sent to you within **15 working days** of receiving the original complaint.

Please note that we may choose not to escalate if:

1. Your complaint falls within an exclusion and is outside of our control to influence or change.
2. Your complaint was upheld at Stage 1, and you were offered an appropriate and proportionate resolution.
3. The resolution you have requested cannot be provided.
4. 'Unreasonable Behaviour' by refusing to engage with us in an acceptable manner (either written or verbal) during your enquiry or complaint.

If we are unable to further your complaint we will confirm by giving the reasons why in writing. You may pursue your complaint either via the Property Ombudsman or by seeking independent legal advice.

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Stage 2: Final Review (Director)

1. **Escalation:** If you are not satisfied with the Stage 1 response, you may write to us again requesting a review by a senior member of staff not involved in the original complaint.
2. **Acknowledgment:** We will acknowledge this request within **3 working days**.
3. **Final Response:** A final written viewpoint on the matter will be sent to you within **15 working days** of receiving your request for a review.

Stage 3: The Property Ombudsman

If you are still not satisfied with our final viewpoint (or more than 8 weeks has passed since the complaint was first made), you can refer your complaint to [The Property Ombudsman](#).

- **Timeframe:** You must refer the complaint to TPO within **12 months** of the date of our final viewpoint letter.
- **Contact:** The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Tel: 01722 333 306.

