

Laports COMPLAINTS PRECEDURE

We value all our clients and we always strive to provide the best service possible. If you are unhappy with any aspect of our services, then please let us know in order that we can work with you to understand any issues wherever possible find a solution as quickly as possible

- Laports aims to provide the highest standards of service to all landlords and tenants, vendors and purchasers but to ensure that your interests are safeguarded, we offer the following:
- If you believe you have a grievance, please write in the first instance to Beata Polak at the address below:

**9 Finchley Lane
Hendon
London
NW4 1BN** or email to: info@laports.co.uk

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 15 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the The Property Ombudsman, Milford House, 43 – 45 Milford Street, Salisbury, Wiltshire, SP1 2BP
- <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>
- **Revised January 2023**