

# COMPLAINTS PROCEDURE

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to maintain the high standard that you expect of LegalforLandlords.

This guide explains how to tell us about a problem, how we will deal with your complaint and what to do if we can't resolve it for you.

## Raising your concerns with us:

Most things can be sorted out by speaking to us by telephone, and often a conversation with one of our team will be enough to put matters right, but if you prefer you can make your complaint by email or in writing. Our contact details are as follows:

**By Telephone:** 0344 567 4001 selecting the relevant department.

**By Email:** [help@legalforlandlords.co.uk](mailto:help@legalforlandlords.co.uk)

**In Writing:** LegalforLandlords  
Unit 5B Olympic Way  
Birchwood  
Warrington  
WA2 0YL

## How we will action your complaint:

1. Our aim is to resolve your problem as quickly and efficiently as possible, where viable this will be done on your initial conversation with us.
2. If this is not possible, we will fully investigate your complaint and will respond to you, either verbally or in writing.
3. Dependent on the nature of the complaint, we may not be able to resolve your issue as quickly as we would like to so a response can take up to 30 days.