

Complaints Process

Should anyone wish to make a formal complaint, the following process should be followed:

1. The complaint should be put in writing and emailed to lucia.marchesi@letalliance.co.uk if it's a referencing complaint and to complaints@barbon.com if it's a regulated complaint.
2. The complaint will be acknowledged within 5 working days.
3. The complaint will be fully investigated and actions to be taken will be identified.
4. Let Alliance will reply to the customer outlining the results of the investigation, including actions to be taken within 20 working days.
5. If the company is unable to issue a final response within 20 working days of the complaint being received the company will issue a letter explaining the reasons why.
6. The company will issue a final response with the response with the results of investigation, actions to be taken and any redress payable within 8 weeks of the complaint being received.
7. If we are unable to complete our investigations within these timescales we will inform you, and in the unlikely event you are not satisfied with our response, or the way your complaint has been handled, you may be able to take your complaint to the Financial Ombudsman Service at: Exchange Tower, London, E14 9SR.

If you wish to contact us about an on-going complaint:

Referencing contact – lucia.marchesi@letalliance.co.uk

Rent Guarantee or Insurance contact – complaints@barbon.com

www.LetAlliance.co.uk

info@letalliance.co.uk

01244 421 261

