

CUSTOMER

COMPLAINTS PROCEDURE

If, for whatever reason, you wish to make a formal complaint to The Living Room Letting Agency Cardiff, Ltd, please make your complaint in writing via either of the following methods:

Letter: FAO: Branch Manager
The Living Room Letting Agency Cardiff Ltd
62 Cathays Terrace
Cardiff
CF24 4HY

Email: Subject: FAO: Branch Manager
cardiff@tlrestates.co.uk

Please put all of your contact information in your letter/email and a full description of your complaint.

You will receive a response within 14 working days.

If you are not satisfied with the response you have the right to take the matter further.

We are a member of the PRS. The Property Redress Scheme is a consumer redress scheme authorised by the Department for Communities and Local Government ("DCLG") and by the National Trading Standards Estate Agency Team to offer redress to consumers of Lettings, Property Management and Estate Agents. Please find a link below on how to make a further complaint:

www.theprs.co.uk/complain