

Pure Lettings Complaints Procedure

1. Upon a verbal complaint being received at Pure Lettings office

It is the duty of the company member who has dealt with the client/individual to deal with any verbal complaint at that time. If this complaint cannot be satisfied it is the duty of the company member to disclose our complaint procedure and to notify the Complainant to put the full complaint in writing and address it to the Office Manager.

2. A written complaint being received at Pure Lettings office

It is the duty of the company member who has dealt with client/individual to deal with any written complaint at the time of receipt, if they have not already done so. If the situation is successfully resolved Pure Lettings Ltd. will confirm in writing to the aforementioned complainant of the outcome. Should the complainant not be satisfied then the company employee is to pass the written complaint to the office manager. The manager will acknowledge the complaint in writing to the complainant within three days of receiving the complaint. The complaint will be investigated and an outcome and view will be responded to within 15 days. If this complaint cannot be satisfied at this time then the office manager will notify the complainant that they are to write to the Managing Director with the specific points of the complaint.

3. A written complaint being received by the Managing Director

Upon receipt of the written complaint only, the complainant will be notified of receipt within three working days. It will be disclosed that a full investigation will be undertaken and be responded to in writing 15 working days later. The response will be the final view of Pure Lettings and should the complainant not be satisfied their complaint will be directed to The Property Ombudsman.

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