



Mint Lettings and Management Ltd is a member of The Property Ombudsman Scheme (TPOS) and ARLA (the Association of Residential Letting Agents) and we aim to provide the highest standards of service to all of our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at branch level.

Stage One – Employee concerned

Complaints should, in the first instance, be directed to the Employee of the [branch](#) or department you have been dealing with. They will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 10 working days from first notification.

Stage Two – Director

If, after you have dealt with the employee, you remain dissatisfied you may address your concerns, in writing, to the Managing Director. Once received your letter will be acknowledged within 10 working days and you will receive a response within 15 working days from receipt of your letter.

The address to write to is:

Caroline Baines
Mint Lettings and Management Ltd
162B High Street
Stevenage
Hertfordshire
SG1 3LL

Stage Three – The Property Ombudsman / ARLA

If you still remain dissatisfied with the outcome of your complaint after dealing with the Director, and once you have received a Final Viewpoint letter from the Managing Director, you may approach the Property Ombudsman.

Details of how to contact the Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk

- You must make your complaint to the Property Ombudsman within 6 months of the date of our Final Viewpoint letter.
- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action.

Should you remain dissatisfied with the response from TPOS, you can contact ARLA (Propertymark). Details of the procedure can be found at www.propertymark.co.uk/complaints