

Making a complaint

BASELETS aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded and to make sure we put mistakes right, we have the following complaints procedure.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases many issues can be resolved quickly and amicably to customers' satisfaction by our office team.

Stage One – Branch Manager

Complaints should, in the first instance, be directed to the Manager of the branch you have been dealing with. They will acknowledge your complaint in writing within 3 working days in line with this procedure and then endeavour to liaise with you and resolve your complaint immediately but no later than 5 working days from our letter of acknowledgement.

Stage Two – Director

Should the Branch Manager not be able to resolve your complaint to your satisfaction, you can request that we refer the matter to one of our Directors who will respond within 7 working days but no more than 15 working days from when your complaint was first made to the Branch.

The address to write to is:

BASELETS
Customer Relations
5 Shopping Center
Lakenheath, Suffolk
IP27 9RX

Or email: information@baselets.co.uk

Stage Three – The Property Ombudsman Service

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and the Company Director or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

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 or email admin@tpos.co.uk.

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.
- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.