Banff London
Since 2021

Complaints Procedure

We aim to provide a professional service to every landlord and tenant. If you are unhappy with any part of our service, please tell us so we can put it right. This procedure explains how to complain and what will happen next. We treat every complaint fairly and confidentially, without affecting the service we provide to you, and we learn from every complaint we receive.

STAGE 1

Tell us about your complaint

Please send your complaint in writing to:

Email	LMT@banfflondon.com
Post	Complaints, Banff London, 66 Paul Street, London, EC2A 4NA

Please include your name, the property address, what went wrong, and what you would like us to do to put it right. Include copies of any relevant documents.

- We will acknowledge your complaint within **3 working days**.
- We will investigate and send you a full written response within **15 working days** of receiving your complaint. If we need longer, we will tell you why and when you can expect our response.

If you need help to put your complaint in writing, or need information in another format, please tell us and we will help.

STAGE 2

Review by a director

If you are not satisfied with our Stage 1 response, please write to us within 20 working days, explaining why. A director who was not involved in the original complaint will review it.

- We will acknowledge your request within **3 working days**.
- The director will send you our final written response (our “final viewpoint”) within **15 working days**.

STAGE 3

Independent review by Property Redress

If you are still not satisfied after our final viewpoint, or if **8 weeks** have passed since you first complained and the matter is not resolved, you can refer your complaint to our independent redress scheme free of charge:

Scheme	Property Redress (membership no. PRS029587)
Address	Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH
Telephone	0333 321 9418
Email	info@propertyredress.co.uk

You must refer your complaint to Property Redress within **12 months** of our final viewpoint. Property Redress will normally only consider a complaint once it has been through our own complaints procedure, or 8 weeks have passed since you first complained.

Complaints about how we use your personal data can also be made to the Information Commissioner’s Office (see our Privacy Notice).