



Letts-Stay Ltd: Complaints Policy (Lettings & Serviced Accommodation)

Purpose

Letts-Stay Ltd is committed to delivering high-quality customer service to tenants, guests, and landlords. We aim to resolve any concerns promptly and transparently, ensuring fair treatment for all parties.

Who This Policy Applies To

- Tenants and guests in all Letts-Stay managed properties (HMO, single lets, holiday/serviced accommodation)
- Landlords using Letts-Stay management services

How to Make a Complaint

1. Guests (short stay properties):
 - Any issues must be reported by phone on the day of arrival, or as they occur during your stay.
 - Supporting evidence, such as photographs or videos, must be provided when reporting your complaint.
 - Complaints about cleanliness must be reported by phone on the day of arrival, with photographs or videos provided to Letts-Stay. If you remedy the issue yourself and do not provide evidence or allow Letts-Stay access to the property to resolve the issue, compensation cannot be offered.
 - Do not use email or the online travel agent platform to report issues, as these are not monitored over weekends, bank holidays, or outside office hours. Our phones are answered 24/7.
 - Phone: 01757 322324



2. Tenants and Landlords:

- Complaints can be submitted by phone, email, or through our website.
- Phone: 01757 322324
- Email: hello@letts-stay.co.uk
- Website: www.letts-stay.co.uk

Please provide a clear description of your complaint and supporting evidence (e.g., photographs or video) where possible.

Our Response

- Letts-Stay will use reasonable endeavours to resolve all complaints within 14 days in writing.
- If a guest leaves early without notifying Letts-Stay of a complaint, compensation for lost booking deposit or stay cannot be offered.
- For post-tenancy or post-stay complaints, please submit in writing within 7 days of the end of your tenancy or stay. Compensation cannot be offered if Letts-Stay was not given the opportunity to resolve the issue during the occupancy or stay.

Escalation

- If you are dissatisfied with our final response, you may refer your complaint to the Property Redress Scheme for independent review:
 1. Submit within 12 months of our final written response (email or letter).
 2. If we have not addressed your complaint within 8 weeks, you may refer your complaint to the Property Redress Scheme without a final response.
 3. PRS Reference: PRS039764

Additional Information

- Any compensation will be paid via the original payment method within 14 days of agreement.
- Letts-Stay Ltd is committed to fair and transparent handling of all complaints and welcomes feedback to improve our service.

