



Complaints Policy

This document is intended to provide details of the Complaints Procedures followed by Leaven Lettings and Leaven Properties.

1.0 PROCEDURE

- 1) A written or verbal complaint is received from the customer.
- 2) The Customer Complaint Form is issued to and returned by the client.
- 3) The complaint is recorded on the Customer Complaints Log and investigated with corrective action taken and preventative action identified.
- 4) The customer is informed of the result of the investigation.
- 5) The Customer Complaints Log is regularly reviewed to ensure corrective and preventative actions are effective and we achieve continual improvement.

Responsible Persons • Directors

2.0 RELATED DOCUMENTS

- 1) Customer Complaint Report Form.
- 2) Customer Complaints Log.