

Complaints Procedure

We are committed to providing a professional service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you believe you have grievance, please write in the first instance to: info@limeliving.co.uk

If you have a complaint, please put it in writing and include as much detail as possible. We will then respond in line with the timeframes set out below. (If you feel we have not addressed your complaint within 8 weeks, you may be able to refer your complaint to Property Redress Scheme to consider without our final viewpoint on the matter).

What will happen next?

We will acknowledge receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

We will investigate your complaint. This will be dealt with by the office manager who will review your file and speak to the staff member assigned to your file. A formal written outcome of our investigation will be sent to you within 21 working days of sending the acknowledgement letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 21 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from Property Redress Scheme, without charge.

Property Redress Scheme	01722 333 306
Limelight	info@propertyredress.co.uk
1 st Floor, Studio 3	0333 321 9418
3 Elstree Way	
Borehamwood	
WD6 1JH	

Please note the following:

You will need to submit your complaint to Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Redress Scheme requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.