

Complaints Procedure Tara & Co.

As a member of the National Approved Letting Scheme Tara & Co. aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, wherever possible please write in the first instance to Mr David Quain or Richard Marriott-Dodington at the address below:

21/23 Clemens Street
Leamington Spa
CV31 2DW

complaints@taraandco.com

If you wish to make an oral complaint please call 01926 422 077 and speak to either Mr David Quain or Richard Marriott-Dodington

The grievance will be acknowledged immediately, investigated thoroughly in accordance with established in-house procedures and a reply sent to the complainant within seven working days of receipt of the letter. If further time is required to complete the investigation the complainant will be advised in writing within the 7 days.

If the complainant is dissatisfied with the result of the internal investigation, please contact the

Regional Manager Mr Deepak Chandrababu

21/23 Clemens Street
Leamington Spa
CV31 2DW
01926 422 077

If the complainant is still not satisfied the complaint can be referred to the Ombudsman for Estate Agent and Residential Sales.

Tara & Co are committed to co-operating with any investigations by the Ombudsman pursuant to, and in accordance with, his Terms of Reference.

Tara & Co will comply with any award, which is made by the Ombudsman against us and accepted by the complainant and which is binding on us. Tara & Co. will pay the amount of any such award within the period for payment required by the Ombudsman's Terms of Reference.