

Complaints Procedure

Where the landlord or agent alleges that an Inventory report contains omissions or discrepancies, Green Inventories will be limited only to the financial liability of the cost of the report.

The landlord or agent has 7 working days from the date of the inventory being sent to raise any omissions or discrepancies in the report. Alleged complaints pertaining to omissions or discrepancies received outside of the timeframes stated above will not be considered or investigated.

Complaints about the service of the Green Inventories should be sent in writing to:

Catherine Brant Catherine@greeninventories.com

Please note that to ensure the accuracy of the information passing between the parties, we do not deal with complaints over the telephone.

Once we have received written details of your complaint, we will contact you in writing within 3 working days to acknowledge your complaint and advise you of the actions we will be taking. You will also be invited to make any further comments you may have in relation to the circumstances leading to your complaint.

Within 15 working days of receiving your written complaint, we will write to you to inform you of the outcome of our initial investigation and to let you know what actions have been or will be taken.

If you remain dissatisfied with any aspect of the handling of your complaint, you should contact us again at either of the above addresses, so that a further review can be instigated. You will receive a further written response within 15 working days from the date of receipt of your letter/email to inform you of the conclusion of this review.

If you remain dissatisfied, you may refer the matter to the property ombudsman.

The Property Ombudsman

www.tpos.co.uk

01722 333306