



LET-BUY-INVEST PROPERTIES

Complaints Handling Procedure & Policy

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1. Purpose

Let-Buy-Invest Properties ("the Company", "we", "us", "our") is committed to providing a high standard of service to all clients, including landlords, tenants, buyers, sellers, and investors. This policy sets out how we handle complaints fairly, consistently, and promptly, and explains the steps a complainant can expect us to take, as well as their right to escalate matters to an independent redress scheme if they remain unsatisfied.

2. Scope

This procedure applies to all complaints relating to the services provided by Let-Buy-Invest Properties, including but not limited to:

- Sales, lettings, and property management services
- Investment advice and property sourcing services
- Conduct of staff, contractors, or representatives acting on our behalf
- Handling of client money, fees, and charges
- Marketing, communication, and administrative errors

This policy applies to complaints raised by prospective, current, or former clients, tenants, landlords, buyers, sellers, or any other party directly affected by our services.

3. Our Commitment

We aim to:

- Treat every complaint seriously, fairly, and confidentially
- Acknowledge, investigate, and respond within clear published timescales
- Provide a single point of contact for the complainant throughout the process
- Learn from complaints to improve our services
- Ensure no complainant is disadvantaged or treated unfavourably for raising a complaint



4. What Constitutes a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about the standard of service, actions, or lack of action by Let-Buy-Invest Properties or any person acting on its behalf. This may include, but is not limited to, dissatisfaction with communication, delays, fees, property condition reporting, contract handling, or professional conduct.

5. How to Make a Complaint

Complaints may be submitted through any of the following channels:

- Email: info@let-buy-invest.co.uk
- Post: Complaints Department, Let-Buy-Invest Properties, 200b Mitcham Road, CR0 3JG
- Online: www.let-buy-invest.co.uk
- In person or by telephone, followed up in writing by the Company to confirm details

Complaints should include the complainant's name, contact details, property or account reference (if applicable), a clear description of the issue, and the outcome the complainant is seeking. Where a complaint is initially raised verbally and cannot be resolved immediately, the complainant will be asked to confirm it in writing, or a member of staff will record it on their behalf.

5.1 Temporary Accommodation Placements

Let-Buy-Invest Properties provides temporary accommodation on behalf of local authorities. Where a client has been placed with us by a local council, that client must first raise their complaint with us directly using the channels above, and our standard complaints process (Section 6) will apply. If the client remains dissatisfied following our final response, they should then raise the matter with their placing council. This ensures we have the opportunity to resolve service-related issues directly before a complaint is considered by the council or referred to the independent redress scheme.

6. Complaints Handling Process

All complaints are handled through the following staged process:

Stage	What Happens	Timescale
Stage 1 – Initial Complaint	Complaint received in writing (email, letter, or online form) by the relevant department or property manager.	Acknowledged within 3 working days
Stage 2 – Investigation	A designated Complaints Handler reviews the file, gathers evidence, and consults relevant staff.	Full response within 15 working days of acknowledgement
Stage 3 – Final Review	If unresolved, escalated to a Director/Senior Manager not previously involved for an independent review.	Final written response within 15 working days of escalation
Stage 4 – External Redress	If still unresolved, or after 8 weeks from the original complaint, the client may refer the matter to the relevant redress scheme.	Per redress scheme timescales



6.1 Acknowledgement

Upon receipt of a written complaint, we will send a written acknowledgement within 3 working days, confirming who is handling the complaint and the expected timeframe for a full response.

6.2 Investigation

The designated Complaints Handler will investigate the matter thoroughly, which may include reviewing correspondence, contracts, inspection reports, financial records, and speaking with relevant staff or contractors. A full written response, including the outcome and any proposed resolution, will be issued within 15 working days of the acknowledgement wherever possible. Where this is not achievable, the complainant will be kept informed of progress and given a revised timescale.

6.3 Final Review

If the complainant is not satisfied with the initial response, they may request that the matter be escalated to a Director or Senior Manager who was not previously involved in the complaint or the matter complained of. This final review will be concluded, and a written response issued, within 15 working days of the escalation request. This response will constitute our final viewpoint and will be clearly marked as such.

7. Referral to an Independent Redress Scheme

If, after receiving our final viewpoint letter, the complainant remains dissatisfied, or if 8 weeks have passed since the complaint was first made without resolution, they are entitled to refer the matter free of charge to our independent redress scheme:

- Scheme: The Property Redress Scheme
- Website: www.propertyredress.co.uk
- Address: 7th Floor, Corn Exchange, 55 Mark Lane, London, England, EC3R 7NE

The redress scheme's decision may be binding on the Company depending on the scheme's rules. We will cooperate fully with any investigation carried out by the redress scheme. Clients placed with us by a local council must first complete our own complaints process, as set out in Section 5.1, before raising the matter with their placing council or referring it to the Property Redress Scheme.

8. Client Money & Financial Complaints

Complaints involving client money, deposits, or handling of funds held under our client money protection arrangements will additionally be reported in accordance with our regulatory and client money protection scheme obligations, and the complainant will be informed of any relevant separate procedures that apply, including access to our Client Money Protection scheme where applicable.

9. Confidentiality & Data Protection

All complaints and supporting information will be handled confidentially and in accordance with the Company's Data Protection Policy and applicable data protection legislation (including UK GDPR).



Information will only be shared with those who need it to investigate and resolve the complaint, or where required by law or a redress scheme.

10. Recording, Monitoring & Reporting

All complaints are logged in a central Complaints Register, recording the date received, nature of the complaint, actions taken, outcome, and timescales met. The Company reviews complaint trends periodically to identify recurring issues and implement service improvements. Complaint records are retained for a minimum of [Insert Retention Period, e.g. 6 years] in accordance with regulatory requirements.

11. Staff Responsibilities

- All staff must recognise and record complaints promptly, regardless of how they are received
- Staff must not attempt to resolve or dismiss a serious complaint without referring it to the designated Complaints Handler
- The Complaints Handler is responsible for ensuring timescales in this policy are met and escalating where necessary
- Directors/Senior Managers are responsible for conducting final-stage reviews impartially

12. Policy Review

This policy will be reviewed at least annually, or sooner if required by changes in legislation, regulatory guidance, or redress scheme requirements, to ensure it remains effective and compliant.

13. Contact Details

For questions about this policy or to raise a complaint, please contact:

- Complaints Handler: Jelena Nasi
- Email: jelena.nasi@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Address: 200b Mitcham Road, CR0 3JG
- Website: www.let-buy-invest.co.uk

Approved by: JN Date: 01/07/2026 Next Review Date: 01/07/2027