

Complaints Policy & Procedures

Rightmove Landlord and Tenant Services (“RLT”) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the client, organisation or person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use.
- To make sure everyone at RLT knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely fashion.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us improve as a business.

Definition of a complaint

A complaint is any oral or written expression of dissatisfaction, whether justified or not, about any aspect of RLT’s conduct.

Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in RLT.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

How to complain to us

Many things can be sorted out by speaking to us directly by telephone, and often a phone call will usually be enough to put matters right, but if you prefer you can make your complaint by email or in writing. Our Contact details are as follows:

- **Phone:** [0191 256 0920](tel:01912560920)
- **Email:** RLTcomplaints@rightmove.co.uk
- **Post:** Complaints, Rightmove Landlord and Tenant Services Ltd, Suites 12 and 13, Part Ground Floor, Neon, Q10 Quorum Business Park, Benton Lane, Newcastle Upon Tyne, NE12 8BU.

In order for us to deal with your complaint as quickly as possible, it will help us if you mark your correspondence “Complaint” and provide as much information as you can – for example policy reference numbers, details of who you have been dealing with previously, how to get in touch with you and what you would like us to do to resolve the matter.

How we deal with your complaint

Your complaint will be passed to a member of staff who can best address the problem and if we can, we'll resolve your complaint immediately, and confirm the action we've taken in writing.

If we're unable to resolve the matter to your satisfaction straight away, we'll commence an investigation and acknowledge your complaint in writing within 5 working days.

If we've been unable to resolve your complaint within 8 weeks, we'll write to you again explaining the delay and what we're doing to help you. If your complaint is in relation to a regulated activity, we'll explain how you can refer your complaint to the Financial Ombudsman Service.

When we've completed our investigations, we'll issue a final response, setting out the action we're taking.

If you're not satisfied with the response, outcome or course of action proposed, you may be eligible to refer your complaint to Financial Ombudsman Service if you wish.

The Financial Ombudsman Service is a free service, which has been set up to resolve disputes between consumers, smaller firms, charities and trusts and financial firms. They can be contacted at:

- **Phone:** [0800 0234 567](tel:08000234567) – free to landline users or [0300 1239 123](tel:03001239123) – free to most mobile users.
- **Website:** financial-ombudsman.org.uk
- **Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

You must refer your complaint to the Financial Ombudsman Service within 6 months of us providing our final response.