



4 Torver Way, Skelton, Cleveland TS12 2WQ [t. 01287 653333](tel:01287653333) [e. hello@leapfroglettingsandsales.co.uk](mailto:hello@leapfroglettingsandsales.co.uk) [www.leapfroglettingsandsales.co.uk](http://www.leapfroglettingsandsales.co.uk)  
Trading as Leapfrog Lettings Limited. Company Reg. No. 8454446

## Complaints Procedure Sales

Leapfrog Lettings and Sales are committed to providing the highest standard of Service to our clients. We therefore, have in place a Complaints Procedure which meets the regulatory requirements.

This complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible and has three stages. Please follow this process:-

### Stage one - speak to your Negotiator or Manager

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you to try and resolve the situation with the member of our team you have been dealing with, or the manager.

In order for your complaint is addressed as efficiently as possible, we ask that you first raise the issues verbally with the Manager at the Leapfrog Lettings & Sales office.

### Stage two - write to the Director

If your complaint is not resolved, please send your written complaint to the Director. Where necessary, if the situation remains unresolved at Stage one, we recommend that the issue is raised within one month of completing Stage one. Please write to:

Sarah L Hartley  
Leapfrog Lettings and Sales  
4 Torver Way  
Skelton  
Cleveland  
TS12 2WQ  
Telephone: 01287 653333  
Email: [hello@leapfroglettingsandsales.co.uk](mailto:hello@leapfroglettingsandsales.co.uk)  
Website: [www.leapfroglettingsandsales.co.uk](http://www.leapfroglettingsandsales.co.uk)

The Director will acknowledge your complaint within three working days and will undertake a full review including how your complaint has been handled to date and which may include further investigations into the background of your concerns. Within fifteen days from receipt of your letter, the Director will details their findings and recommendations in a written response to confirm our final view on the matter,

## Stage three - Write to an Independent Redress Provider

If we are unable to agree on how to resolve your complaint and wish to escalate your complaint, you then have the opportunity to take your complaint to an Independent Redress Provider. We have chosen to use the following provider:-

The Property Redress Scheme

Premiere House

1st Floor

Elstree Way

Borehamwood

WD6 1JH.

Telephone: 0333 321 9418

Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

Website: [theprs.co.uk](http://theprs.co.uk)

Please note; if you do wish to contact The Property Redress Scheme, you must do so within six months of the date of the final view letter from us. It is also important that The Property Redress Scheme will not consider your complaint until our internal complaints procedure has been exhausted and after you have allowed a minimum of eight weeks for a response from us..