



Every year Sales & Lettings Angels helps hundreds of people find rental accommodation in Cardiff and surrounding areas. Due to the service nature of the industry and only being able to act on either landlords instructions or statutory obligations and legislation, every once in a while someone comes away from Sales & Lettings Angels feeling unhappy. Perhaps some thing was not right when you moved in, a repair took longer than anticipated to rectify or perhaps our advice didn't help or was incorrect. Unfortunately, these things happen. We know we are not perfect, but we aim to be. That is why we have a complaints procedure. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps to improve our service to you. We will treat your complaint confidentially, seriously and quickly.

What can I do if I am a tenant?

It is important to let Sales & Lettings Angels know that you are unhappy and to give us the chance to put things right. Don't be afraid to speak to the manager or deputy manager – she or he might be able to sort out the problem straight away. Otherwise, move to the more formal process.

What can I do if I am a guarantor/family member of a tenant?

You will need to ask the tenant your complaint relates to, to contact us directly giving us permission to review your complaint. This should be in writing; an email or letter are acceptable forms of contact. The tenant will also need to need to express that they would like to put a formal complaint forward into Sales & Lettings Angels and give a summary of the nature of their complaint.

Making a formal complaint

There are several ways to make a complaint. You can put the information in a letter and send it to our Woodville Road branch or drop it into the office. Complaints can be addressed to the Director, Kelly Simms. You can also email your complaint if this is easier to laura@lettingsangels.co.uk. Your complaint will be investigated by Laura Tolley, Personal Assistant to Managing Director, Kelly Simms. If it is upheld, you will get a full apology and, where appropriate, be given details of any action that Sales & Lettings Angels is taking to put things right. If you are not satisfied with the outcome, you can ask for a further review.

Sales & Lettings Angels will aim to respond in full to your complaint in two weeks. However, if the issue is complicated, any delay will be explained, and you will be kept informed of progress.