MONROE

Monroe Lettings & Property Management Complaints Policy

At Monroe Lettings & Property Management Ltd, we are committed to providing a professional service to all our clients. However, we understand that sometimes things can go wrong. When they do, we want to ensure that your concerns are addressed promptly and fairly.

How to Make a Complaint

Stage 1: Complaint to your Point of Contact

If you have a complaint, the first step is to discuss it with your point of contact that you have been dealing with. They will make every effort to resolve the matter to your satisfaction as quickly as possible.

Stage 2: Formal Complaint

If your complaint has not been satisfactorily resolved by your point of contact, you can escalate the issue by writing to the Branch Manager of the branch you are dealing with. Please include all relevant details, such as dates, names of individuals involved, and any supporting documentation. You can send your written complaint via email or post to:

Monroe Lettings & Property Management Ltd, Unit A, Springwell Gardens, Whitehall Road, Leeds, LS12 1FJ
Email: hello@monroelettings.com

Acknowledgement: We will confirm we have received your complaint within three working days.

Investigation: We will then investigate each point(s) you raise and send you our full response within 10 working days of us sending you the confirmation.

Stage 3: Escalate to Managing Director

If the matter is still not resolved to your satisfaction, please bring the matter to the attention of our Managing Director, Leanna Corban. You can contact Leanna via email or post:
Email: leanna@monroeestateagents.com
Monroe Lettings & Property Management Ltd, Unit A, Springwell Gardens, Whitehall Road, Leeds, LS12 1FJ

Further Investigation: After a thorough investigation, you will receive a response confirming our position and a written proposal to resolve your complaint within a further 10 working days.

Resolution Discussion: If you do not accept our proposal, you can suggest another way of resolving your complaint. If we accept your preferred resolution, we will implement it as soon as possible. If we decline your preferred resolution, you may proceed to the next stage.

Stage 4: Property Redress Scheme (PRS)

If after the previous stages we are unable to reach a satisfactory resolution, you can escalate the matter to the Property Redress Scheme (PRS) for an independent review. The PRS is an independent body that regulates and resolves disputes between consumers and property agents.
For information on how to complain, please visit: PRS Complaint Information
Please note that complaints to the PRS must be submitted within 12 months of receiving our final response.

Our Commitment

We are committed to addressing every complaint very seriously and using it as a learning opportunity to enhance our services. While human errors can happen, we are dedicated to resolving issues promptly and to your satisfaction.
Thank you for helping us maintain the high standards we strive for at Monroe.