

Complaints Policy

We are committed to providing a professional service to landlords and tenants. If you are unhappy with any aspect of our service, please let us know so we can put it right.

We are licensed by Rent Smart Wales and are members of The Property Redress Scheme.

How to Make a Complaint

Please put your complaint in writing and include:

- Your name and contact details
- The property address (if relevant)
- Details of your complaint
- What outcome you are seeking

Send it to:

Email info@mpletting.co.uk

Post 53 Eversley Road, Swansea, SA2 9DE

What Happens Next?

- We will acknowledge your complaint within 5 working days.
- We aim to provide a full written response within 15 working days.

If you are not satisfied with our response, you may request a senior review.

Independent Redress

If you remain dissatisfied after our final response, you can refer your complaint to:

The Property redress scheme

Website www.propertyredressscheme.co.uk

You must refer your complaint within 12 months of our final response.

You may also contact Rent Smart Wales if your complaint relates to licensing or the Code of Practice.