Attewell Hardwicke & Leahy
The Letting Specialists

Unit 4 19 The Quadrant
St Albans Herts AL4 9RB

Tel: 01727 761816

As a firm licensed by Safeagent, Attewell Hardwicke & Leahy aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to:

Johanna Attewell
Attewell Hardwicke & Leahy
Unit 4
19 The Quadrant
St Albans
Herts AL4 9RB
johanna@attewellhardwickeandleahy.co.uk

The grievance will be acknowledged within three working days and then investigated thoroughly in accordance with established in-house procedures. A formal written outcome of the complaint will be sent to you within fifteen working days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact:

Kitty Leahy
Attewell Hardwicke & Leahy
Unit 4
19 The Quadrant
St Albans
Herts AL4 9RB
kitty@attewellhardwickeandleahy.co.uk

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Property Redress Scheme, Premiere House, 1st Floor Studio, Elstree Way, Borehamwood, Herts WD6 1JH. Tel: 0333 3219418, email: info@theprs.co.uk

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