



At SLS Residential, we strive to deliver exceptional service at all times. However, we recognize that issues can occasionally arise. Your feedback is crucial in helping us understand and resolve these problems effectively. This simple guide explains how you can share your concerns with us, allowing us to address them promptly and professionally.

### **How Do I Report A Complaint?**

To begin our complaint procedure, please contact us and specify the aspect of our service that you are dissatisfied with. You can report your concerns via phone, mail, or email. While we aim to resolve issues immediately, if this isn't possible, your complaint will be escalated to a manager for further investigation.

SLS Residential  
2 Shipton Road,  
Woodstock,  
Oxfordshire OX20 1LL

Phone: 01865 638 634  
Email: [hello@slsresidential.co.uk](mailto:hello@slsresidential.co.uk)

### **What Happens Next?**

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.
- Please be aware that all complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.
- Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

---

Short Let Space Limited trading as SLS Residential  
2 Shipton Road, Woodstock, Oxfordshire OX20 1LL  
01865 638634

E: [hello@slsresidential.co.uk](mailto:hello@slsresidential.co.uk) • W: [www.slsresidential.co.uk](http://www.slsresidential.co.uk)





### Still Not Happy?

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative, more senior member of staff for consideration.

Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third party.

If you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme.

Just a note: if you are looking to refer a complaint to the Financial Ombudsman Service, you will need to have followed our complaints procedure first, and then passed the matter to the Ombudsman within six months of receiving our final response.

Independent Redress Scheme:

*The Property Ombudsman,  
Millford House  
43-55 Millford Street  
Salisbury, Wiltshire  
SL1 2BP*

*Phone: 01722 333306*

*Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)*

*Website: [www.tpos.co.uk](http://www.tpos.co.uk)*

---

Short Let Space Limited trading as SLS Residential  
2 Shipton Road, Woodstock, Oxfordshire OX20 1LL  
01865 638634

**E:** [hello@slsresidential.co.uk](mailto:hello@slsresidential.co.uk) • **w:** [www.slsresidential.co.uk](http://www.slsresidential.co.uk)

