

Customer Complaints Handling Procedure

As a firm licensed by the National Approved Letting Scheme, Riteway LTD / Cityletting 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 Administration at the following address

City Property, 18 Waterloo St, Derry BT48 6HE

The grievance will be acknowledged within 3 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 21 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 Alphonses Hume who will review the complaint.

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 our in-house review of the complaint, you can refer the matter to the Ombudsman services

Wilderspool park, Warrington WA4 6HL