

## **Our Complaints Process: Regulated by The Property Ombudsman**

Blue Bubble Lettings are members of The Property Ombudsman Scheme and adhere to their Code of Practice, which is a Trading Standards Approved Code.

If, for whatever reason, you are unhappy with the service provided by Blue Bubble Lettings Limited or with any member of our team or any agent or contractor that Blue Bubble Lettings Limited have appointed or approved to work on our behalf, then in the first instances you should write to:

David Hughes  
Blue Bubble Lettings Limited  
Enterprise House  
Ocean Village  
Southampton  
SO14 3XB

Your complaint will be acknowledged within 3 working days and an investigation undertaken. A written outcome of the investigation will be returned to you within 15 working days.

If you are not satisfied with the outcome, we ask that you allow us one more opportunity to resolve your complaint by contacting us again using the above contact details. Your complaint will be acknowledged within 3 working days and an investigation undertaken. A written outcome of the second investigation will be returned to you within 15 working days.

If the complaint cannot be resolved, it can be pursued via the The Property Ombudsman (TPO) using the following details:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP

Telephone: 01722333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

