Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

## **SCHEDULE**

## Letting Agent Code of Practice

## SECTION 7

Communications and resolving complaints

## **Complaints resolution**

112. You must have a clear written complaints procedure that states how to complain to your business and, as a minimum, make it available on request. It must include the series of steps that a complaint may go through, with reasonable timescales linked to those set out in your agreed terms of business.