



32 Lenton Boulevard, Lenton, Nottingham NG7 2ES | T: 0115 841 8841 | E: contactus@cunninghamlettings.co.uk

Cunningham Lettings company number: 06663953 • Registered address: 32 Lenton Boulevard, Lenton, Nottingham, NG7 2ES • Telephone: 01158418841 • VAT 995558841

Cunningham Lettings Complaints Procedure

At Cunningham Lettings, our utmost priority is your satisfaction with the service we offer. We are dedicated to delivering excellence from the beginning to the end of your interaction with us. As an independent local company, we firmly believe that our commitment to good service sets us apart. Nevertheless, we understand that there might be instances when we fall short. If you find yourself dissatisfied with any aspect of our service, we encourage you to share your concerns with us. Our intention is to address the issue collaboratively and find a resolution. Our approach involves actively addressing your problems and addressing raised issues within a reasonable timeframe. While a precise timeframe may not be determined until the problem is identified and a solution formulated, we are committed to expediting the process.

Complaints serve as valuable opportunities for us to enhance our service, continuously striving for improvement. This is the essence of our complaints procedure.

Contacting Us

In the event that you encounter an issue, we kindly ask you to reach out to one of our team members by telephone. Ideally, you should contact the individual who initially handled the matter in question. If this isn't comfortable for you, please don't hesitate to contact one of our directors promptly to ensure a swift resolution.

Lodging Your Complaint

Our aim is to efficiently resolve your concern over the phone. However, if you find the initial response unsatisfactory, we encourage you to put your complaint in writing or send an email to gaynor@cunninghamlettings.co.uk. When doing so, please provide comprehensive details of your complaint, including relevant dates and any accompanying documentation. We are committed to responding to your written complaint within a span of seven days.

Address for Written Complaints:

The Manager
Cunningham Lettings
59 Lenton Boulevard
Nottingham
NG7 2FQ

Email for Written Complaints:

E: gaynor@cunninghamlettings.co.uk

Cunningham Lettings Details:
Cunningham Lettings
59 Lenton Boulevard
Lenton
Nottingham
NG7 2FQ

VAT No: 995558841
Company No: 6663953
Registered in England 2008

Your feedback is essential to our continuous growth, and we appreciate your trust in allowing us to rectify any concerns. Please do not hesitate to get in touch if you need any further clarification or assistance.

Sincerely,

Gaynor Cunningham
Managing Director
Cunningham Lettings