

Adam Liddle  
— Properties —

Bournemouth & Poole  
— Estates Ltd. —

## **Adam Liddle Properties and Bournemouth & Poole Estates Ltd Complaints Procedure**

**Adam Liddle Properties and Bournemouth & Poole Estates Ltd are members of the NRLA (National Residential Landlords Association) & the Tenancy Redress Service.**

Upon making a complaint to us we will provide you with a written acknowledgement within 7 working days. Please note, that utilising our complaints procedure does not impede your legal rights.

The Tenancy Redress Service helps tenants resolve issues with participating landlord members of the NRLA.

The Tenancy Redress Service is operated by The Dispute Service Limited (a not-for-profit company specialising in dispute resolution) and helps tenants resolve complaints they may have with their landlord, who has agreed to be part of this scheme.

For further information please visit [The Tenancy Redress Service website >>](#)