** SHORT TERM LETS COMPLAINTS FORM**

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| **Please read the Council's Policy on complaints below before completing this form at the following link.** <https://www.south-ayrshire.gov.uk/article/40559/Short-Term-Let-Licensing-Scheme-South-Ayrshire>.We shall endeavour to respond to all complaints within 5 working days, and for more complex cases, 20 working days as per our policy. Please note: Information provided on this form (excluding personal contact information) shall be shared with the appropriate licence-holder. We kindly request when detailing your complaints form to please include any incident or reference numbers provided from stakeholders if they have also been contacted (e.g. Police Scotland, Anti-Social Behaviour team etc). Dates must also be supplied for our assessments of complaints also.**Information on returning Complaints forms:**Post: Short Term Lets, Housing Policy & Strategy, County Buildings, Wellington Square, Ayr, KA7 1DR Email: shorttermlets@south-ayrshire.gov.uk |
| **Details of Person Making Complaint** |
| **Full Name:**  |  |
| **Home Address (Including Postcode):**  |  |
| **Contact Details (Email & Mobile Number):** |  |
| **Details of Short-Term Let** |
| **Address of Short-Term Let:** |  |
| **Licence Number (If known):** |  |
| **Licence Holder Name (If known):** |  |
| **Questions Relating to Incident, please answer where appropriate:** | **Yes/No** |
| **Was the incident reported to the operator directly in the first instance?** |  |
| **Has the host/operator, letting agency or platform responded?**  |  |
| **Were any internal or external agencies contacted regarding the application?**  |  |
| **Please detail your complaint below:** |
|  |
| **Signature:**  |  |
| **Print Name:** |  |
| **Date:**  |  |