

## Licensed Short Term Lets Complaints

**Please note this only relates to complaints where a Short Term Let is licensed. Unlicensed Short Term Let complaints should be directed to Police Scotland.**

**From Guests:** In the first instance, the council would expect any concerns from guests to be raised with the host or operator and where this cannot be resolved they should contact the council by emailing [stl@pkc.gov.uk](mailto:stl@pkc.gov.uk) The email should state the licensed Short Term Let address and the concerns around the operation of the licence.

**From Neighbours:** In the first instance, the council would expect concerns from neighbours to be raised with the host or operator and where this cannot be resolved they should contact the Licensing Department by emailing [stl@pkc.gov.uk](mailto:stl@pkc.gov.uk) . The email should state the licensed Short Term Let address and the concerns around the operation of the licence.