



## RESIDENTIAL LETTINGS CONSUMER COMPLAINTS HANDLING PROCEDURE

### What can I do if I am not satisfied with the service I have received from you?

Although we will always strive to offer you the highest level of service in accordance with the law and industry standards, we recognise that sometimes you may not be satisfied with the service we deliver for you. If we do not meet your expectations and if you are dissatisfied in some way, then we wish to know.

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company and if this does not resolve your concerns, then the Company's formal procedure can be invoked.

We have adopted a formal two stage procedure to ensure that any complaint is dealt with fairly. We aim to ensure that anyone with a complaint is aware of the procedure to follow and details of the appropriate and best persons to deal with each stage of your complaint are shown below.

### **How do I make a formal complaint to you?**

#### Stage 1 – Office Manager

If the verbal and informal approach does not satisfactorily deal with your concerns, you can escalate your complaint to the Office Manager who will respond in full. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:-

- Your name, address and a daytime telephone number on which you can be contacted;
- The name and office location of the individual within the company with whom you have been dealing;
- A clear description of your complaint, giving concise details of what you believe has gone wrong; and
- Details of what you would wish to be put right.

Your letter will be acknowledged in writing within 3 working days of receipt and a proper internal investigation promptly undertaken. You will be advised of the timescale for sending a full reply. In exceptional cases, where the timescale needs to be extended beyond this limit, you will be kept fully informed and an explanation provided which will usually be within 15 working days of receipt. Following completion of the internal investigation, you will be provide with a full response in writing within 15 working days with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction.



## Stage 2 – Director

If your complaint is not satisfactorily resolved by Stage 1 above, or if you still have concerns, you can request that the matter be escalated to the Director who oversees the office. They will complete a separate and detached review of the complaint by staff not directly involved in the transaction. You will be contacted usually within a further 15 working days of receipt to inform you of the conclusions reached and this written response will represent the Final Viewpoint of the company.

### **What can I do if I am still not satisfied?**

As a matter of final resolution, if you have exhausted our internal complaints procedure, we are regulated by The Property Ombudsman (TPO) who will consider a formal complaint as our nominated redress scheme. Any referral to the TPO must be made by you within 12 months of the Final Viewpoint. Details about this scheme can be obtained from your local office, and will always be supplied to you should you have exhausted our internal complaints procedure without satisfaction. Further details for the TPO can be found below:-

The Property Ombudsman Milford House,  
43 - 55 Milford Street, Salisbury,  
Wiltshire SP1 2BP

Tel No: 01722 333306  
Fax No: 01722 332296  
[www.tpos.co.uk](http://www.tpos.co.uk)

This is a free service.

You agree that, in the event of you making a complaint to the TPO or to the TPO redress scheme, we may disclose information relating to the letting of the Property to the Ombudsman. You also agree that we may disclose your contact details to TPO Ltd (who are responsible for running the TPO scheme) to assist them in their monitoring of our compliance with the TPO Code of Practice.