

COMPLAINTS POLICY

We are Property and Homes Management LTD 27 Gloucester street London WC1N 3AX
(company registration number 10653830), email: enquiry@propertyandhomes.co.uk .

1 Scope

This Policy defines what is meant by a “complaint”, describes the role of complaint handling in the context of working with or for Property and Homes Management LTD and sets out the roles and responsibilities for managing complaints at each level of the organisation.

This Policy applies to all Property and Homes Management LTD staff (including Directors) temporary and contract staff, and any relevant third parties.

This Policy is available on request.

2 Purpose

The objective of this Policy is to provide guidance to relevant individuals on identifying and handling complaints that may arise in the conduct of business that Property and Homes Management LTD undertakes. Whilst we do not wish customers to have cause to do so, we recognize that, on occasion, we may fall short of their expectations. In the event we do so, we will take seriously the complaint and seek to deliver a resolution to the customer’s satisfaction.

Estate and Letting Agents are required to subscribe to an Alternative Redress Scheme to enable consumers to appeal a complaint. Property and Homes Management LTD is a member of The Property Redress Scheme.

This Policy also sets out how Property and Homes Management LTD maintains and operates effective organisational and administrative arrangements to handle any complaints it receives from customers.

3 Policy Principles and Process

All individuals to whom this policy applies have a responsibility to identify a complaint, however it arises. Such situations must be identified and carefully managed to ensure that any complaint is resolved fairly.

How to identify a complaint:

- A complaint is any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a customer (as defined below) about the provision of, or failure to provide, any services by Property and Homes Management LTD which alleges that the customer has suffered (or may suffer) a financial loss, material distress or material inconvenience; and
- A customer, for the purposes of this Policy, is a tenant or landlord or a potential tenant or landlord, and may be a private individual or businesses.
- Upon identification of a complaint however received, the allocated complaint handler, will:
 - acknowledge receipt of complaint, in writing (which may be in email format or otherwise transmitted electronically);

- o investigate the complaint competently, diligently and impartially in accordance within the requirement of this Policy;
- o aim to resolve the complaint at the earliest reasonable opportunity;
- o assess the complaint fairly, consistently and promptly, taking account of all relevant factors including the subject matter of the complaint and the merits of the complaint relative to the service standards which customers are entitled to expect from us.
- o explain promptly to the customer in a way that is fair, clear and not misleading, our assessment of the complaint and our decision including any redress or remedial action; and
- o promptly provide any redress or take such remedial action when accepted by the customer.

All complaints referred to The Property Redress Scheme are dealt with by the Lettings Management Team, who will co-operate fully and comply promptly with any settlements or awards made by it.

Timescales

Where a complaint is unlikely to be resolved fully by close of business on the fifth working day following its receipt, Property and Homes Management LTD will provide an acknowledgement of the receipt of the complaint that aims to provide reassurance that the complaint is being dealt with and Property and Homes Management LTD will keep the customer informed on progress until such times as the complaint is resolved.

On receipt of a complaint Property and Homes Management LTD must:

- within 3 working days, acknowledge the complaint:
- within 5 working days of receipt, where the complaint has been resolved, send the customer a written acknowledgement of receipt and final response (at stage 1) with details of how to escalate their complaint should they be unhappy with the resolution
- within 5 working days of receipt, where the complaint is not resolved:
 - o send the customer a written acknowledgement providing reassurance that the complaint has been received and is being investigated and including the name of the person handling the complaint
 - o continue to investigate the complaint.

Where the complaint has not been resolved within 5 working days of receipt and an acknowledgement has been sent, then within 15 working days of receipt of the complaint, Property and Homes Management LTD must provide a final response at our stage 1 of the process by sending a written response which either:

- (i) accepts the complaint (in whole or in part) and, where appropriate, offers redress or remedial action; or
- (ii) does not accept the complaint but offers redress or remedial action; or
- (iii) rejects the complaint and sets out the reasons why; or
- (iv) explains why Property and Homes Management LTD is not able to give its final response and indicates when it expects to be able to provide one. In exceptional cases, where the timescale needs to be extended beyond this limit (15 working days), the customer should be kept fully informed and an explanation provided.

If, following stage 1, a customer remains dissatisfied, the customer will be advised to follow our stage 2 process to receive a detached review of the complaint by another member of the management team not directly involved in the transaction.

Timescales for responding are a replication of the stage 1 process.

Stage 2 must provide the customer a final response letter, together with details of the Property Redress Scheme which either:

- (i) accepts the complaint (in whole or in part) and, where appropriate, offers redress or remedial action; or
- (ii) does not accept the complaint but offers redress or remedial action; or
- (iii) rejects the complaint and sets out the reasons why; or
- (iv) explains why Property and Homes Management LTD is not able to give its final response and indicates when it expects to be able to provide one. In exceptional cases, where the timescale needs to be extended beyond this limit (15 working days), the customer should be kept fully informed and an explanation provided.

Property and Homes Management LTD considers a complaint to be resolved where the customer has indicated acceptance of a response from the Property and Homes Management LTD with neither the response nor acceptance having to be in writing. In the event that no response is received within 10 days of the final viewpoint, Property and Homes Management LTD will consider the matter to be closed. This does not affect a customer's right to escalate to the Property Redress Scheme.

After receipt of the final response letter, the customer may wish to make a complaint directly to the Property Redress scheme by [clicking here](#).

If neither Property and Homes Management LTD nor the Property Redress has resolved your complaint satisfactorily, you can escalate the matter to us or to Propertymark by [clicking here](#) but this must be done within 12 months after receiving a final viewpoint letter from the Property redress scheme.

Ensuring customer awareness

To ensure customers know how to complain, Property and Homes Management LTD will publish a summary of the key elements on its website and in relevant literature that is sent to customers.

Complaint Forwarding Rules

Where Property and Homes Management LTD has reasonable grounds to be satisfied that a third party service provider (for example a referencing agency or a tradesman) may be solely or jointly responsible for the matters relating to the complaint, Property and Homes Management LTD shall forward the complaint or the relevant part of the complaint in writing to the third party and shall ensure:

- o this is done promptly;
- o a final response is sent to the customer setting out why the complaint has been forwarded and giving the third party's contact details;
- o where there is joint responsibility for the matters relating to the complaint, Property and Homes Management LTD's internal complaints handling procedures outlined above are

followed for that part of the complaint for which Property and Homes Management LTD is responsible

Record Keeping

Incoming calls may be recorded and retained to assist in the investigation of complaints made by customers over the phone.

Quality Control

Property and Homes Management LTD will apply a monitoring process to ensure the quality of the responses given to customers is to an acceptable standard

- Responses will be reviewed and assessed against set criteria, including
 - Has the complaint been responded to within the permitted timescale?
 - Correct template use if appropriate.
 - Whether the complaint is recorded accurately.
 - That the correct documentation has been issued to the customer.
 - The complaint is resolved.

4 Policy Standards

Monitoring Structure

The Policy Owner is responsible for monitoring and reviewing the effectiveness of this Policy.

The output will be used to evaluate the effectiveness of the Policy and enhance policy detail.

Reporting

All breaches of this Policy must be reported to the Policy Owner and Management team. Following a breach, the Policy Owner must assess the significance of the breach to determine what remedial action is required and consider whether the Policy itself should be reviewed.

Training and competencies

All customer facing staff (and those likely to come into contact with customers) are trained, both at induction and on an ongoing basis, on how to record, identify and resolve customer complaints however they arise.

Any change made to this Policy will be communicated to all employees to ensure ongoing compliance.