

## Residential Lettings In-House Complaints Procedure

We are a member of The Property Ombudsman and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have a complaints process, which we will follow when dealing with your complaint. We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint at branch level.

### Stage One - Lettings Manager

If you wish to make a complaint, in the first instance you should write to the Lettings Manager who will acknowledge the complaint within 3 working days, enclosing a copy of this procedure. You should include as much detail as possible. The Lettings Manager will review your file and speak to the member of staff who dealt with you. A formal written outcome of their investigation will be sent to you within 15 working days of receipt of the original complaint.

### Stage Two – Branch Manager

If the Lettings Manager is unable to resolve the situation and you are still not satisfied, you may refer it to the Branch Manager for review. We request that you send a written summary of your complaint to the Branch Manager. The Lettings Manager will provide you with the Branch Manager's name and a contact address or email in order for you to contact them.

The Branch Manager will investigate the issues raised. They will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns.

Within 15 working days from receipt of your request to review, the Branch Manager will set out in writing our 'final viewpoint' on the matter.

### Stage 3 - The Property Ombudsman

After you have received a response from the Branch Manager and you remain dissatisfied (or more than 8 weeks has elapsed since the complaint was first made), you can within 12 months contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd, 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, SP1 2TJ**

**T: 01722 333 306 E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) W: [www.tpos.co.uk](http://www.tpos.co.uk) [www.tpos.co.uk/consumers/make-a-complaint](http://www.tpos.co.uk/consumers/make-a-complaint)**

Please note you will need to submit your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.



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