

## **Complaints Procedure**

Homes4Let seek to conduct their business in line with professional standards and adopt best practice procedures at all times. Any form of complaint is taken very seriously and seen as an opportunity to improve systems, learning processes and identify positive outcomes wherever possible. The company's complaints procedure is designed to deal with issues vigorously and in a timely fashion.

Homes4Let is committed to the highest standards of service and compliance. We are bound by the The Property Ombudsman's (TPOS) Code of Practice.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible.

We have a standard procedure for handling complaints which is as follows:

### **1. Making a complaint**

In the first instance all issues should be raised with the responsible member of staff and/or the member of staff to whom the complaint directly relates. Homes4Let staff members will always confirm receipt of any complaint within 5 working days and aim to offer a resolution as quickly as possible in a professional manner with the minimal amount of fuss. The vast majority of issues can be brought to a satisfactory conclusion in this manner.

### **2. Taking this to the next level.**

If you remain dissatisfied and the complainant remains unresolved, a formal complaint can be made in writing to the Director at Homes4Let. The formal complaint should be identified as such and detail the specific nature of the complaint and contain all relevant information. A formal acknowledgement will be issued in writing within 5 working days of receipt of the formal complaint. Under normal circumstance, a formal response will also be issued in writing post full internal investigation within 10 working days of receipt of the formal complaint.

Note: for the avoidance of doubt, a written Formal Complaint, Formal Acknowledgement and Formal Response shall be seen to include email communication where any of these terms are used.

### **3. Independent redress**

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.

#### **4. What next?**

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to the Letting Agent, enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from the branch and a recommendation will be made to the Ombudsman who will then make a final decision which is binding upon the branch in question.

Homes4Let are members of and are regulated by the Association of Residential Letting Agents (ARLA Propertymark) run by the National Federation of Property Professionals (NFOPP) and The Property Ombudsman. Complainants can approach these or any other consumer protection body at any time but should comply with the company's internal complaints procedure in the first instance.