



The Landlord's Choice Complaints Procedure:

Our Policy:

Our policy is:

- To ensure that complaints effectively and efficiently in a manner which offers clarity and solutions for our customers.
- To ensure that the existence of the complaints procedure is easily accessible in order that people know how to raise a complaint.
- To constructively implement feedback from the complaints received to improve the customer experience and services provided.

What is a complaint?

A complaint is an expression of dissatisfaction at the services or conduct provided by The Landlord's Choice, and it may also involve people or companies acting on behalf of The Landlord's Choice. An informal complaint is received verbally over the telephone or in spoken conversation with an employee of The Landlord's Choice. A formal complaint is received formally in writing such as by email or a written letter.

Handling Complaints Process:

- Receiving a complaint
- Acknowledgement of complaint within 3 working days
- Recording the complaint
- Investigation into the complaint.
- Resolving complaint
- Closing

Receiving a complaint:

- It will initially be established as to whether a complaint needs to be recorded.
- An investigation into the complaint will ensue.
- Customers and vendors will be notified if documentation has not been received by The Landlord's Choice which has subsequently led to the complaint- under such circumstances, further steps in the complaint procedures may not be necessary.
- If it is discovered during the investigation that all necessary documentation was present, then the investigation will continue.

Confidentiality:

Confidential information regarding all complaints will be handled sensitively and in accordance with data protection codes of conduct.

Recording Complaints Procedure:

1. When a valid complaint is identified, the relevant forms will be completed saved with the complaints reference.
2. The owner of the complaint must maintain action procedures and update the complainant where appropriate.
3. When satisfied that the complaint has been resolved, a closing letter with findings of the investigation should be sent to the complainant.

Steps to satisfy a complaint:

- Apologise to the complainant.
- Acknowledge the issue that the complainant is experiencing.
- Investigate the complaint and offer transparency of what is discovered.
- Offer compensation to the complainant.
- Detract an action that underpinned the complaint or propose an action that would resolve the complaint.
- Provide the complainant with details of authorities such as the Property Redress or PropertyMark with whom they may wish to escalate the complaint to.

Acknowledging a complaint:

The Landlord's Choice should acknowledge a complaint within 3 working days and a full investigative report should be provided to the complainant within 15 working days of receiving the complaint, in line with the Property Redress Scheme Code of Practice for Residential Letting Agents.

Closure of a complaint:

A complaint is considered closed when the complainant has indicated an acceptance of a response provided by The Landlord's Choice.

Trend Analysis of Complaint:

Upon closure of a complaint, trends will be analysed in order to improve services provided by The Landlord's Choice. Trend analysis may therefore include:

- Identifying the source of complaint
- Identifying who the complaint is against
- Recurring time frame that the complaint is received within.

Review of complaints procedure:

The complaints procedure policy will be updated periodically.