

## **In-House Complaints Procedure**

We aim to deliver what we say we will, when we say we will, aiming to exceed expectations with our specialist knowledge, every time – living up to our vision of “we aim to impress all our stakeholders, every time”.

These are our aims and intentions. However, as with all aspirations, we are humans operating with a business structure and we don't get it right 100% of the time. Equally, you are human too and you might feel that we have fallen short of this standard or let you down, and so you might wish to complain. Should you wish to do so, these are the steps to follow, starting with a more human way...talking things through.

### **Informal Complaint**

1. Firstly, we ask that you first telephone the person who has been your contact for the service we are providing to you and explain that you are dissatisfied with an aspect of the service you have received. Often, by talking things over, we can listen to understand your dissatisfaction, which in itself might be what is needed. Equally, we more easily see both sides when we talk things through. Whilst we may not like a certain outcome, on balance, it might be the right outcome, which we might need to chalk up to experience. This is not to minimise or try to avoid any problems on our part, of course. We will accept our responsibility and our failings, where we can establish the facts that show this to be the case. We have said call and speak, which would be preferable. However, if this is not practical, please email your point of contact instead at this stage.
2. After speaking with your point of contact and if you remain unhappy with the way your complaint has been dealt with after speaking to them, then you can request to speak to the respective Head of Department responsible for the area of your point of contact.
3. The purpose of steps 1 and 2 is to try to deal with problems and complaints 'at source' and in a more informal or human way. However, should this fail to resolve the matter for you, then the next step is that you set out your formal complaint in writing to:

Multi-Let Area One Limited

Digital World Centre, 1 Lowry Plaza, The Quays, Salford, M50 3UB

And/or by email at: [melanie@zestpropertymanagement.co.uk](mailto:melanie@zestpropertymanagement.co.uk)

## **Formal Complaint Procedure**

To review and resolve your complaint, we would kindly ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short in our service on this occasion.
- What you would like us to do to resolve it.
- Any specific details that you feel would assist us with resolving your complaint including, but not limited to:
  - o Names of the person(s) you have spoken to in connection with the complaint.
  - o Time(s) and Date(s) of the incidence(s).
  - o Telephone number(s) and or Address(es) you have used to contact us.
  - o Any written correspondence in connection with your complaint.
  - o Any other document in support of your complaint.

\* On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly. The timescales for dealing with a complaint are as follows:

- Acknowledgement - You will receive an acknowledgement of your complaint from us within 3 working days of receipt of your complaint.
- Our Response - Within 10 working days of the acknowledgement, you will receive a full response.

\* Timescale Change - If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.

- Your Response & Our Final Review - After receiving our response, you can accept our response or respond. Should you choose to respond, we will go through the same acknowledgement and review process as above. We will then send our final response.

- After our final written response, we may deem the complaint closed. If we deem the matter closed, then we reserve the right not to enter any further correspondence. However, we are members of a property ombudsman scheme, called the Property Redress Scheme. You have the right to contact them, should you feel the need to take further action that way.

## **Property Redress Scheme**

If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 6 months from our last communication with you regarding this complaint, The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows, using the relevant PRS membership number for the business you wish to complain about.

### **Our PRS Membership Number is:**

Multi-Let Area One Limited: **PRS021073**

### **Property Redress Scheme contact information.**

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

By Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

By post at: The Property Redress Scheme

Ground Floor, Kingmaker House

Station Road,

New Barnet, Hertfordshire

EN5 1NZ