RESIDENTIAL COMPLA

TING AGENTS CEDURE

1. Definitions and Interpreta

1.1 In this Complaints following meanings:

"Appeal"

"Appeal Handler"

"Business Day"

"Complaint"

["Complaints Form"]

"Complaint Handler"

"Complaints Policy"

"Complaint Reference"

"Customer"

["Data Protection Policy"]

"Decision Letter"

["External Resolution"

"Investigation Report"

a Customer to escalate a I Two following an at Level One;

following expressions have the

e of <<insert business <<insert level>> who will plaints;

than Saturday or Sunday)
ks are open for their full
ss in <<insert location>>;

out the services provided s name>>, about our out out our staff;

omplaints form for use by om <<insert location>>;]

e of <<insert business <<insert level>> who will plaints;

omplaints policy, available

assigned to a Complaint k that Complaint;

er of <<insert business

ction policy, available from

y a Complaint Handler or Customer informing that ne of their Complaint;

Customer of a Complaint scheme for resolution if satisfied with the outcome

epared by a Complaint Handler detailing his/her



"Level One"

"Level Two"

["Professional Body"

["Recommendation"]

"Resolution Action"

2. What this Complaints Ha

- 2.1 This Complaints Hat provision of service and to our staff.
- 2.2 For the purposes of the contractors.
- 2.3 Complaints may re limited to):
 - 2.3.1 The quality d
 - 2.3.2 The behavio
 - 2.3.3 <<Insert add
- 2.4 The following do no or matters should b
 - 2.4.1 General que
 - 2.4.2 Matters cond
 - 2.4.3 Formal required to, th
 - 2.4.4 <<insert add

3. Receipt and Recording of

- 3.1 Customers may ma the following metho
 - 3.1.1 [In writing, address>>;]
 - 3.1.2 [By email, a email addres

n this Complaints Handling lich Complaints will be at Handler;

stage in this Complaints under which a Customer come of a Level One which Complaints will be Handler;

of regulator, e.g. RICS,

iended resolution to a a Complaint Handler or

actions to be taken in nt as detailed in Section 8.

rs

es to Complaints pertaining to the name>>, to our customer service

ling Procedure, any reference to s our employees, agents and

ies and may include (but are not

mpetence of our staff;

ve as appropriate>>.

Customers raising such questions ate [person] **OR** [department]:

;

er legal disputes;

of information including, but not Protection Act;

ve as appropriate>>.

ert business name>> using any of

name and/or position>>, <<insert

me and/or position>> at <<insert

3.1.3 [Using our the form;]

- 3.1.4 [By contaction choosing op
- 3.2 Upon receipt of Cor OR [within <<insert
 - 3.2.1 [If a written position>> m
 - 3.2.2 [If a written position>> n
 - 3.2.3 [If a Complement <<des
 - 3.2.4 [If a Compla must <<des
- 3.3 All Complaints mus appropriate Compl within <<insert perio
- 3.4 All Complaints mus receipt by <<insert inform the Custome Handler and should Complaint Policy [a

4. Complaint Information

- 4.1 Customers are advi should be provided Complaint:
 - 4.1.1 The Custom indicating ar
 - 4.1.2 If the Custo set out in Se
 - 4.1.3 If the Compl
 - 4.1.4 If the Compl where appro
 - 4.1.5 Further deta dates, event
 - 4.1.6 Details of a wishes to re
 - 4.1.7 Details of he resolve the efforts to ac take any a otherwise le
 - 4.1.8 <<insert add
- 4.2 If the information d

ing the instructions included with

<insert telephone number>> [and vhen prompted.]]

eps should be taken [immediately]

by post, <<insert name and/or logging or recording>>;]

by email, <<insert name and/or logging or recording>>;]

<<insert name and/or position>> recording>>;]

, <<insert name and/or position>> recording>>.]

Reference and forwarded to an in accordance with Section 6.1,

vriting within <<insert period>> of >. The acknowledgement should ference, their assigned Complaint sert business name>>'s Customer ing Procedure].

olicy that the following information assonably possible when making a

phone number and email address, mmunication;

by a third party, the information vided in reference to both parties;

r property, the property details;

ar member of staff, the name and, rson;

luding, as appropriate, all times,

evidence on which the Customer laint;

like <<insert business name>> to indertake to make all reasonable its, however, we are not bound to the weemay be contractually or

ove as appropriate>>.

missing, insufficiently detailed, or

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incomplete, [<<inse within <<insert period further information] within <<insert period request further infor >> should contact the Customer eceipt of the Complaint to request dler should contact the Customer eing assigned to the Complaint to

Complaint Levels 5.

- 5.1 <<Insert business procedure. Upon accordance with the policy to use all Customers' satisfad
- 5.2 If a Customer is no One, he/she may re form of an Appea accordance with the
- 5.3 [If a Customer is n Two, he/she has th detailed in Section 9

Level One Complaints 6.

- [The following staff 6.1 Level One Complain
 - 6.1.1 Complaints
 - <<Insert nar
 - <<Insert nar
 - <<Insert furt
 - 6.1.2 Complaints competence
 - <<Insert nan
 - <<Insert nar
 - <<Insert furt
 - 6.1.3 [<<Insert appropriate

OR

- 6.1 [The following staff Level One Complain
 - <<Insert nar
 - <<Insert nar
 - <<Insert furt

two-stage complaints handling nplaints should be handled in et out in Section 6 below. It is our s to resolve all Complaints to

lution of their Complaint at Level t is escalated to Level Two in the complaint should be handled in t out in Section 7 below.

lution of their Complaint at Level matter for External Resolution as

nd eligible Complaint Handlers for

rvice may be referred to:

- , <<insert contact details>>;
- , <<insert contact details>>;

behaviour professional and/or red to:

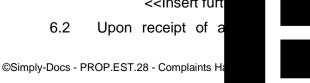
- , <<insert contact details>>;
- <<insert contact details>>;
- Complaint or remove as

nd eligible Complaint Handlers for

- , <<insert contact details>>;
- , <<insert contact details>>;

laint Handler shall consider the

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Complaint and ma whether to:

- 6.2.1 Investigate t case the pro
- 6.2.2 Dismiss the Complaint H writing withir
- 6.3 Subject to delays control (including, I communications), t period>> Business decide upon approp
- 6.4 If the Complaint re Complaint Handler and arrange [meeti Complaint. In s circumstances, con Customer contacts they are requested respectfully refuse 5.2.3 of our Compl Complaint Handler.
- 6.5 If the Complaint Ha of the Complaint, th Customer's prefer information or evid reminded that any resolution of their C
- 6.6 If a Customer is requested under Se reasonable endeav Handler considers absence of the req Complaint and info Sections 6.9 to 6.12
- 6.7 The Complaint Han account of all relevand shall maintain f
- 6.8 [Subject to the exc Complaint, the Com and staff that may and thorough invest
 - 6.8.1 [Access to shall require
 - a) <<de
 - b) <<de
 - c) <<ins
- 6.9 Following his/her e reach a decision w

<insert period>> Business Days

s considered to be valid, in which om Section 6.3; or

red to be invalid, in which case the e Customer of his/her decision in less Davs.

nces beyond his/her reasonable s in other persons responding to shall have a period of <<insert investigate the Complaint and to)

Iff member (a "Complainee"), the inee in question of the Complaint e calls] as required to discuss the plainee should not, under any ly regarding the Complaint. If the regarding the Complaint (which its Policy), the Complainee should eferring the Customer to Section contact should be reported to the

information or evidence in support all contact the Customer using the unication, stating clearly what ustomers should be respectfully to such a request may delay the 5.2.4 of our Complaints Policy.

provide information or evidence Handler must nevertheless use all plaint. If, however, the Complaint to uphold the Complaint in the vidence, he or she may close the he outcome in accordance with

evaluate the Complaint, taking full tion, evidence and circumstances at all times.

,] During the investigation of the access to all records, information him/her to carry out an impartial

d/or information is restricted and sert name and/or position>>:

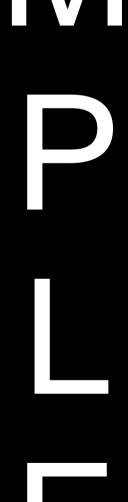
or information>>;

or information>>;

rds or information as required>>.1

laint, the Complaint Handler shall out in Section 6.3 (subject to the

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exceptions noted th in Section 8.

- 6.10 [Upon reaching a d Report and Recom and/or position>> v Business Days.
- 6.11 In the event that < Complaint Handler he/she must give re shall have a furth decision and/or Re position>> for revie name and/or position, Handler and the Le and/or position>>'s
- 6.12 [Upon reaching a d a final decision un Handler shall sen Customer by first claset out the decisior of their right to es copy/copies of the <<describe steps for etc.>>.
- 6.13 If a delay either of Level One procedu the Customers preinformed of the leng
- 6.14 The Customer sha within which to mak Level Two.
- 6.15 Upon receipt of an **OR** [within <<insert
 - 6.15.1 [If a written <<describe s
 - 6.15.2 [If a written <<describe s
 - 6.15.3 [If an Appe <
- 6.16 All Appeals must be accordance with Se
- 6.17 All Appeals must receipt by <<insert inform the Custome

7. Level Two Complaints

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7.1 [The following staff

ns that may be chosen are set out

andler shall send an Investigation d authorisation by <<insert name respond within <<insert period>>

sition>> does not agree with the immendation under Section 6.10 ement and the Complaint Handler Business Days to revise his/her ubmit it to <<insert name and/or, following resubmission, <<insert agree with the decision and/or reassigned to a new Complaint begin again] OR [<<insert name recommendation shall be final].]

P] OR [Upon receiving approval or 1, as applicable], the Complaint port and Decision Letter to the appropriate. Decision Letters shall s), and shall remind the Customer Level Two. <<Insert number>> and Decision Letter should be aff, file storage, logging, recording

kely to occur at any stage of the r shall inform the Customer using ethod. The Customer should be delay and the reasons therefor.

<<insert period>> Business Days shes to escalate the Complaint to

ps should be taken [immediately]
] by the Complaint Handler:

ost, the Complaint Handler must ding>>;]

mail, the Complaint Handler must ding>>;]

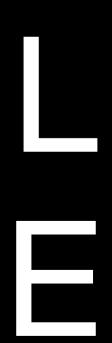
he, the Complaint Handler must ding>>.]

briate Appeal Handler, selected in period>> Business Days.

iting within <<insert period>> of
>. The acknowledgement should
al Handler.

and eligible Appeal Handlers for

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Level Two Complain

- 7.1.1 Appeals per
 - <<Insert nar
 - <<Insert nar
 - <<Insert furt
- 7.1.2 Appeals per our staff may
 - <<Insert nar
 - <<Insert nar
 - <<Insert furt
- 7.1.3 **[**<< Insert ad

ce may be referred to:

- . <<insert contact details>>:
- >, <<insert contact details>>;
- and/or professional competence of
- , <<insert contact details>>;
- , <<insert contact details>>;

eal or remove as appropriate>>.11

OR

- 7.1 [The following staff Level Two Complain
 - <<Insert nar
 - <<Insert nar
 - <<Insert furt
- 7.2 Upon receipt of an make a decision wit
 - 7.2.1 Investigate t case the pro
 - 7.2.2 Dismiss the Appeal Han writing withir dismissed, 1 Resolution A
- 7.3 Subject to delays control (including, I communications), the Business Days in wappropriate Resolut
- 7.4 If the Complaint rel inform the Compla AND/OR [telephon cases, the Compla Customer directly Complainee directly do in our Complair discuss the matter, Policy. Any such co
- 7.5 If the Appeal Handl the Complaint, the Customer's prefer

and eligible Appeal Handlers for

- , <<insert contact details>>;
- . <<insert contact details>>:

ller shall consider the Appeal and siness Days whether to:

considered to be valid, in which om Section 7.3: or

red to be invalid, in which case the Customer of his/her decision in ness Days. If the Complaint is so dismissed in its entirety, or the ly stand.

nces beyond his/her reasonable s in other persons responding to have a period of <<insert period>> the Complaint and to decide upon

plainee, the Appeal Handler shall Appeal and arrange [meetings] discuss the Complaint. In such any circumstances, contact the t. If the Customer contacts the t (which they are requested not to nee should respectfully refuse to o Section 5.3.3 of our Complaints to the Appeal Handler.

ormation or evidence in support of contact the Customer using the unication, stating clearly what

information or evidence reminded that any resolution of their C

- 7.6 If a Customer is requested under Someonable endeav Handler considers absence of the requested Complaint and information Sections 7.9 to 7.12
- 7.7 The Appeal Handle account of all relevand shall maintain f
- 7.8 [Subject to the exceedable the Appeal Handler may be necessary investigation.
 - 7.8.1 [Access to shall require
 - a) <<de
 - b) <<de
 - c) <<ins
- 7.9 Following his/her ereach a decision we exceptions noted the be chosen are set of
- 7.10 [Upon reaching a Report and Recom and/or position>> v Business Days.
- 7.12 [Upon reaching a d a final decision und shall send an Inves class post or by e decision and the Rereminded of their <<Insert number>> Letter should be << logging, recording e

ustomers should be respectfully to such a request may delay the 5.3.4 of our Complaints Policy.

provide information or evidence landler must nevertheless use all nplaint. If, however, the Appeal to uphold the Complaint in the ridence, he or she may close the he outcome in accordance with

valuate the Complaint, taking full tion, evidence and circumstances at all times.

the investigation of the Complaint, records, information and staff that rry out an impartial and thorough

d/or information is restricted and sert name and/or position>>:

or information>>:

or information>>;

ords or information as required>>.]

plaint, the Appeal Handler shall out in Section 7.3 (subject to the ons that may be chosen that may

ndler shall send an Investigation d authorisation by <<insert name respond within <<insert period>>

sition>> does not agree with the ndation under Section 7.10 he/she id the Appeal Handler shall have a to revise his/her decision and/or sert name and/or position>> for ubmission, <<insert name and/or sion and/or Recommendation, [the opeal Handler and the Level Two ame and/or position>>'s preferred hal].]

P] OR [Upon receiving approval or as applicable], the Appeal Handler sion Letter to the Customer by first Decision Letters shall set out the levant, the Customer shall also be Resolution of their Complaint.] vestigation Report and Decision bution to other staff, file storage,

7.13 If a delay either of Level Two procedur Customer's preferr informed of the lend

kely to occur at any stage of the nall inform the Customer using the nod. The Customer should be delay and the reasons therefor.

8. Resolution Actions

When handling Complaint from the following Resoluti of a Complaint:

- 8.1 <<Insert description
- 8.2 <<Insert description
- 8.3 <<Insert description
- 8.4 <<Insert description
- 8.5 <<Insert further Res

9. [External Resolution

- 9.1 As <<insert busine [Ombudsman Serv types of Customer from that organisati this Complaints Har
- 9.2 [The Property Omb Redress Scheme] commercial enterpr directed towards Ex
- 9.3 [The Property Omb Redress Scheme] own policies and Complaint for Exte Property Ombudsr Redress Scheme] business name>> pertaining to a Co Property Ombudsr Redress Scheme] authorised by <<ins

<<insert nan

<<insert nan

<<insert furt

9.4 Any and all reque Services: Property information, whethe subject to the approwho shall ensure nature of the Comp

and Appeal Handlers may select te to the facts and circumstances

ed>>.

er of [The Property Ombudsman] operty Redress Scheme] certain External Resolution of Complaints and with the outcome resulting from

Services: Property] [The Property omplaints from consumers, small types of Customer should not be

Services: Property] [The Property h referrals in accordance with its int that a Customer refers their ropriate representative(s) of [The rvices: Property] [The Property ith members of staff of <<insert is to documents and information such interactions between [The rvices: Property] [The Property name>> shall (unless otherwise >>) take place via:

, <<insert contact details>>;

, <<insert contact details>>;

perty Ombudsman] [Ombudsman ess Scheme] for evidence or e answered without undue delay, <<insert name and/or position>>, sonable and pertinent given the

9.5 <<Insert further pro

10. [Professional Regulator

- 10.1 As <<insert busines to Customers to couthe Professional Bo
- 10.2 The Professional B its own policies ar Complaint to the P Professional Body business name>> pertaining to a Complessional Body authorised by <<ins

<<insert nan

<<insert nan

<<insert furt

- 10.3 Any and all requirements information, whether subject to the appropriate who shall ensure nature of the Complexical control of the complexical control of the complexical control of the complexical control of the control of the complexical control of the co
- 10.4 <<Insert further pro

such referrals in accordance with

such referrals in accordance with event that a Customer makes a propriate representative(s) of the ith members of staff of <<insert s to documents and information such interactions between the name>> shall (unless otherwise >>) take place via:

of the Professional Body it is open

al Body about alleged breaches of

- , <<insert contact details>>;
- , <<insert contact details>>;

fessional Body for evidence or e answered without undue delay, <<insert name and/or position>>, sonable and pertinent given the

11. Implementation of Resolu

Upon the conclusion of a External Resolution], th implementation in a time Resolution Actions ultimate as appropriate]:

11.1 [Resolution Actions of:

<<Insert nar

<<Insert furt

11.2 Resolution Action competence of our

<<Insert nar

<<Insert furt

11.3 [<<Insert additional appropriate>>.]]

OR

11.1 **[**<<lnsert name>>,

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Level One or Level Two [or by s) settled upon shall require bility for the implementation of and may be delegated thereby,

service shall be the responsibility

, <<insert contact details>>;

behaviour and/or professional ibility of:

, <<insert contact details>>;

olution Action or remove as

sert contact details>>.]

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12. Recording of Resolution

- 12.1 Upon the conclusio Resolution Action(s for logging or record
- 12.2 <<insert further pro

13. Confidentiality and Data

- 13.1 All Complaints, Approcessed under the utmost confidence a <<insert business in question in accor
- 13.2 In the event that the improvement purpo <<insert business Procedure, the rele using that Custome anything that may be information so use accordance with the Customer Complain
- 13.3 All personal informa not limited to, Custoused and held in a 1998 and our Custo our Data Protection

14. Procedure Review and Re

- 14.1 Overall responsibil implementation the etc.>>.
- 14.2 This Complaints Ha not more than <<ins
- 14.3 This Complaints Ha
- 14.4 This Complaints Ha

implementation of the applicable position>> shall <<describe steps

er information gathered, held and Procedure shall be treated with the nation may be shared with staff of required to resolve the Complaint ts Handling Procedure.

re to be used for training or quality will be shared with other staff of ope of this Complaints Handling s permission must first be sought ethod. Personal details (that is, istomer) shall be removed from all may be revoked at any time in do so under Section 6.2 of our

t business name>> (including, but ct details) shall only be collected, risions of the Data Protection Act Act [, as detailed and embodied in

Handling Procedure and the name and position / department

e reviewed regularly at intervals of e updated as required.

opted on <<insert date>>.

st reviewed on <<insert date>>.