

## Listening To Our Customers

### Complaints Procedure

Wren Letting seek to provide the highest standards and professional conduct in all aspects of our service delivery to our customers. It goes without saying that honesty and integrity is firmly embedded in our culture. If you have cause to request this procedure note, may we firstly apologise in advance for any distress or inconvenience you have experienced prior to taking this course of action.

We thank you for allowing us the opportunity to rectify the situation and will aim to listen to and work with you to resolve your complaint through the channels set out below with speed and efficiency.

Whilst no business likes to receive complaints, we welcome the feedback from our customers in order that we can work on improving our service.

Below is the procedure which we will follow in accordance with the guidance produced by RICS.

### Procedure

Before making a formal complaint, you should contact the appropriate property manager for your development who will aim to resolve any issues you are experiencing. If your complaint is not resolved to your satisfaction, then you will need to make a formal complaint as detailed below.

Wren Letting is a managing agent providing a service and as such any formal complaint must be in relation to the service provided and not about building defects or other matters outside of the responsibility of Wren Letting.

### Formal Complaint - Stage One

Please put your complaint in writing either by post or email as set out below. For us to be able to review the complaint we will require details of the complaint and what steps you have taken to try to resolve your complaint with the appropriate property manager for your development.

We will acknowledge receipt of your complaint; if you do not receive an acknowledgement, please contact us to ensure it has been received.

Your complaint will be reviewed and investigated by a manager who will respond to you in writing with a full response within 15 working days from receipt of your complaint or failing this will contact you within 10 working days to request further information, in these cases you will be asked to reply within 10 working days in order that we can continue our investigations.

If we are not able to respond to you with 15 working days, we will contact you to advise you when we will be able to respond in writing to you.

Contact details by post: Complaints Handling Officer, Wren Letting, 170 Tuckton Road, Southbourne, Bournemouth, BH6 3JX

By email: [info@wrenletting.co.uk](mailto:info@wrenletting.co.uk)

Please ensure you head your correspondence with 'Formal Complaint – Stage 1'

### Formal Complaint – Stage Two

If you are not satisfied with our response or feel the complaint was not handled satisfactorily then you can make a further complaint in writing as detailed below.

For us to be able to review the complaint further you should confirm why you are not satisfied with the result of your complaint or the handling of your complaint at Stage One.

Your complaint will be reviewed by a senior manager and a response will be issued to you within 15 working days from the receipt of your complaint or failing this we will contact you within 10 working days to request further information, in these cases you will be asked to reply within 10 working days in order that we can continue our investigations.

If we are not able to respond to you with 15 working days, we will contact you to advise you when we will be able to respond in writing to you.

Please ensure you head your correspondence with 'Formal Complaint – Stage 2'

#### Arbitration

If you are still not satisfied with the outcome or how your complaint has been handled following our response to your Stage 2 complaint, we offer access to Ombudsman schemes.

You can refer to the Ombudsman where your complaint has not been resolved within 8 weeks from commencing our formal complaints procedure. You will need to raise a Stage 1 and Stage 2 complaint before applying to the Ombudsman.

The Property Ombudsman (TPO) By post: TPO, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP Tel: 01722 333306 Website: [www.tpos.co.uk](http://www.tpos.co.uk)