

# COMPLAINTS POLICY

## 1. Purpose

We are committed to providing a high standard of service to all our clients, tenants, landlords, and stakeholders. However, if something goes wrong, we want to hear about it so we can resolve the issue promptly and improve our services.

This policy outlines how you can make a complaint and how we will handle it.

## 2. Complaint Definition

A complaint is any expression of dissatisfaction, whether oral or written, about our service, staff, or the way we have handled a matter.

The following are generally not classified as formal complaints, although we will still aim to assist where appropriate:

- General enquiries or service requests
  - *e.g. asking for repairs, updates on maintenance, or tenancy information.*
- Requests for information or clarification
  - *e.g. questions about rent, contracts, fees, or procedures.*
- Initial reports of issues
  - *e.g. reporting a maintenance problem for the first time (this becomes a complaint only if you are dissatisfied with how it is handled).*
- Matters outside our control
  - *e.g. delays caused by third parties such as contractors, utility providers, landlords (where we have acted reasonably), or legal processes.*
- Disagreements with legal or contractual obligations
  - *e.g. disputes about rent increases, deposit deductions, or tenancy terms where these are in line with legislation and agreed contracts.*
- Anonymous complaints
  - *where insufficient information is provided to investigate (though we may still review internally if possible).*
- Complaints already fully investigated and concluded
  - *unless new evidence is provided.*
- Unreasonable or abusive behaviour
  - *including complaints that are offensive, threatening, or vexatious.*

If an issue initially raised as a general enquiry or service request is not resolved satisfactorily, it may then be escalated and treated as a formal complaint under this policy.

## 3. How to make a Complaint

You can submit a complaint via:

- Email: [hello@thompsonslettings.co.uk](mailto:hello@thompsonslettings.co.uk)
- Post: 388A Bowthorpe Road, Norwich, NR5 8AG
- Phone 01603 972140
- In Person: At our office during business hours

Please include:

- Your name and contact details
- Full details of the issue
- Relevant dates and supporting information
- Your preferred resolution

## 7. Our Complaints Procedure

### Stage 1 - Initial Investigation

- We will acknowledge your complaint within 3 working days
- Your complaint will be investigated by our Property Manager or someone who is not directly involved where possible.
- We aim to provide a full written response within 15 working days

### Stage 2 - Escalation

If you remain dissatisfied:

- You may request a review by a senior member of staff or director
- We will respond within 15 working days of escalation

### Stage 3 - Final Response

Once our internal process is complete, if the individual is still unsatisfied with the outcome the senior team will review all evidence with an objective viewpoint. In some instances we may require an in-person meeting to fully understand the various viewpoints. Following the further reasonable investigation we will issue a final viewpoint letter outlining:

- Our findings
- Any actions taken
- Our final decision

## 8. Independent Redress

If you are still not satisfied, you may refer your complaint to an independent redress scheme. We are members of:

Property Redress Scheme (PRS) - Membership PRS021570

You must refer your complaint within 12 months of our final response.

Contact details:

- Website: [www.propertyredress.co.uk](http://www.propertyredress.co.uk)
- Email: [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)
- Phone: 0333 321 9418

## 10. Regulatory Compliance

We comply with all relevant UK legislation, including:

- The Tenant Fees Act 2019
- Membership of a government-approved redress scheme
- Client Money Protection (CMP) via the Deposit Protection Scheme

## 11. Confidentiality

All complaints will be handled confidentially and in accordance with:

- UK GDPR
- Data Protection Act 2018

Please note where a complaint relates to individuals we may contact any persons referenced and provide complaint details but no other personal information.

Where a complaint is made against a property we may contact any/all tenants who resided at the property relating to the complaint as part of our investigation.

## 12. Continuous Improvement

We use complaints to:

- Improve service quality
- Identify recurring issues
- Inform staff training and development