

Customer complaints procedure Lettings

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to: -

Lettings

Northover & Williamson 806 Newport Road, Rumney Cardiff CF3 4FH

If you prefer you may telephone on 02920 797919 or visit our branch. Alternatively, you may forward full details of your dissatisfaction by email to lettings@northoverwilliamson.co.uk

- your concerns will be considered by the letting's manager, who will investigate the matter
- we will send you written acknowledgement within three working days
- you will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint
- if further time is required to investigate your concerns, then you will receive a written explanation for any delay
- if we do not hear from you within a further eight weeks from our response, we will assume the matter has been addressed and close our file
- should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

Still unhappy

- after receiving our response, if you feel your complaint has not been fully addressed please let us know
- your letter will be acknowledged within three working days of receipt
- your concerns will be considered again
- a final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review. If we are unable to respond within fifteen working days, we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party

What next

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party for Alternative Dispute Resolution (ADR). If our internal complaints handling procedure has been exhausted, you should note that the appropriate ADR entity is The Property Ombudsman.

Therefore, in our final letter to you we will provide you with details of The Property Ombudsman who you can approach for third party ADR.

The Property Ombudsman Milford House 43-55 Milford Street Salisbury, Wiltshire SP1 2BP T 01722 333 306
www.tpos.co.uk