

INTERNAL COMPLAINTS PROCEDURE



HomeRent Lettings Ltd

Trading as HomeRent Lettings and Linda Matthews & Co.

14-16 Luton Road, Chatham, Kent, ME4 5AA

01634 827070 | enquiries@homerentlettings.co.uk

www.lindamatthews.co.uk

Property Redress: PRS058359 | MoneyShield CMP: 82360152

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1. Our commitment

HomeRent Lettings Ltd is committed to providing a professional and high standard of service to all clients and customers. We recognise that occasionally things may go wrong or you may be dissatisfied with the service you have received.

If you have a concern or complaint, we would like the opportunity to investigate it and, where appropriate, put things right. This procedure explains how to make a formal complaint, how we will investigate it and what you can do if you remain dissatisfied. A copy of this procedure is available free of charge.

2. Making a formal complaint

If you wish to make a formal complaint, please put it in writing and provide as much information as possible. Send it to:

Thomas Greagsby, Lettings Manager

HomeRent Lettings Ltd

14-16 Luton Road, Chatham, Kent, ME4 5AA

Email: enquiries@homerentlettings.co.uk

Please clearly state that you are making a **formal complaint**. Where possible, include:

- your full name and contact details;
- the address of the property concerned, where applicable;
- a clear description of each issue you are complaining about;
- relevant dates and the names of any members of staff involved;
- copies of relevant correspondence, documents, photographs or other evidence; and
- what you would consider to be an appropriate resolution.

Providing this information will help us investigate your complaint thoroughly and efficiently.

3. Acknowledgement

We will acknowledge receipt of your formal complaint in writing within **3 working days**. Our acknowledgement will confirm that your complaint has been received and is being investigated.

We may contact you if we require further information or clarification to investigate any of the issues you have raised.

4. Stage One - Investigation and response

Your complaint will initially be investigated by **Thomas Greagsby, Lettings Manager**. The investigation may include reviewing our records, correspondence, telephone notes, tenancy or management documentation and speaking with members of staff involved.

We aim to provide a full written response within **15 working days** of receiving your formal complaint. Our response will address the issues raised and, where appropriate, explain our findings and any action proposed to resolve the matter.

If the complaint is particularly complex and we are unable to provide a full response within this timescale, we will write to you explaining the reason for the delay and provide an indication of when you can expect our response.

5. Stage Two - Internal review

If you remain dissatisfied with our Stage One response, you may ask for the complaint to be reviewed. Your request should be made in writing and explain which aspects of our response you remain dissatisfied with and why.

The review will be undertaken by **Maria Garlick, Director**, HomeRent Lettings Ltd, 14-16 Luton Road, Chatham, Kent, ME4 5AA.

Email: maria@homerentlettings.co.uk

The Director will review the complaint, the Stage One investigation, the available evidence, our response and any further information you provide. Following the review, we will provide our **final written response**, setting out our final position and, where appropriate, any proposed resolution.

We will endeavour to complete the internal complaints process as promptly as reasonably possible and within the timescales applicable under the Property Redress complaints process.

6. If you remain dissatisfied

HomeRent Lettings Ltd is a member of **Property Redress**, a government-authorised redress scheme. Our membership number is **PRS058359**.

If you remain dissatisfied after receiving our final written response, or if the applicable period for us to investigate and respond has expired without the matter being satisfactorily resolved, you may be entitled to refer your complaint to Property Redress for independent consideration.

Property Redress requires a complainant to first give the member an opportunity to deal with the complaint through its internal complaints process. A consumer may refer the matter where the member has provided its final response and the consumer remains dissatisfied, or where the member has been allowed up to **8 weeks** to investigate and resolve or respond to the written complaint and the matter remains unresolved.

There is no charge to the consumer for raising an eligible complaint with Property Redress.

Property Redress

Website: www.propertyredress.co.uk

Telephone: 0333 321 9418

Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

Eligibility and submission requirements are determined by Property Redress under its current rules and procedures.

7. Client Money Protection

HomeRent Lettings Ltd is a member of **MoneyShield Client Money Protection**, CMP membership number **82360152**.

Where a complaint specifically concerns client money and falls within the scope of the Client Money Protection scheme, separate rights or procedures may apply under that scheme.

8. Records and confidentiality

We will maintain appropriate records relating to formal complaints and their investigation.

Complaints will be handled as confidentially as reasonably possible. Information may need to be shared with staff, contractors, landlords, tenants, professional advisers, insurers, Property Redress, regulators or other relevant parties where reasonably necessary to investigate or resolve the complaint or comply with legal or regulatory obligations.

9. Fair treatment

Making a complaint will not affect the standard of service you are entitled to receive from us. We will consider complaints fairly and objectively and take account of the information and evidence available.

Where we identify that we have made a mistake or that our service has fallen below the standard that should reasonably have been provided, we will consider appropriate steps to put matters right.

10. Scope of this procedure

This procedure applies to complaints concerning services provided by HomeRent Lettings Ltd, including:

- residential lettings;
- property management;
- tenant-find services; and
- rent collection.

Nothing in this complaints procedure is intended to restrict any legal rights or remedies that may otherwise be available to you.

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