



Southern & West Lettings

Complaints Procedure

What can I do if I am not satisfied with the service I have received?

We are committed to providing a high-quality service, but we recognise that occasionally things can go wrong. If we have not met your expectations, we want to know so that we can investigate your concerns and, where appropriate, put matters right.

In the first instance, we encourage you to discuss the issue informally with your principal contact at Southern & West Lettings. Many concerns can be resolved quickly through clear communication. If the matter is not resolved, you may use the formal procedure below.

We operate a two-stage complaints procedure so that complaints are handled fairly and consumers understand how their complaint will be considered. All verbal and written complaints will be recorded when received.

How do I make a formal complaint?

STAGE 1

Formal Complaint

Please submit your complaint in writing to Southern & West Lettings at **steff@southernandwesthomes.co.uk**. Your complaint will be investigated by an appropriate senior member of staff or designated complaints handler who, wherever possible, has not been directly involved in the matter giving rise to the complaint.

To help us investigate efficiently, please include:

- Your name, address, email address and a daytime telephone number.
- The name of the member of staff you have been dealing with, where known.
- The property address or other reference relevant to your complaint.
- A clear description of your complaint, including the key dates and what you believe has gone wrong.
- Details of what you would like us to do to resolve the matter.

Timescales: We will acknowledge a written complaint within **3 working days**. We will investigate and provide a formal written response within **15 working days** of receiving the complaint. If exceptional circumstances mean that we need longer, we will keep you informed and explain the reason for the delay.

STAGE 2**Final Review**

If you remain dissatisfied with our Stage 1 response, you may request a further review. This will be carried out separately by another appropriate member of staff who has had no involvement in the matter, wherever practicable. We will complete the final investigation and provide our **final viewpoint letter within 15 working days** of receiving your request for a review.

What can I do if I am still not satisfied?

Our in-house complaints procedure should take no longer than **8 weeks** from the date we receive your complaint in writing. Once you have received our final viewpoint letter, or if the applicable Ombudsman referral criteria are otherwise met, you may be able to refer your complaint to **The Property Ombudsman (TPO)**.

A referral to TPO following our final viewpoint letter must be made within **12 months of the date of that letter**. The Property Ombudsman provides a free and independent service for consumers.

Southern & West Lettings

S & R Lettings Ltd T/A Southern & West Lettings
147 Ringwood Road, Ferndown, Dorset, BH22 9AB
Tel: 01202 232323
Email: steff@southernandwesthomes.co.uk
Web: www.southernandwesthomes.co.uk

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL
Consumer enquiries: 01722 333306
Website: www.tpos.co.uk

Please keep copies of correspondence and any notes of telephone conversations relating to your complaint.