

## ***Our Customer Promise:***

Once we receive details of a complaint we promise that we will fully respond within 30 days. There may be some occasions where we need additional information from you and from our customer contact system in order to fully investigate the nature of your complaint. If we need additional information, we shall let you know as there may be a short delay. We will make every attempt to come up with a mutually beneficial solution to your complaint as we would like to satisfy all of our customers where we can straight away.

## ***How to make a complaint***

---

The first step is contact us via telephone, email or by writing to us using the details at the top of this page. We will need details of the nature of your complaint, your name and the property address. We would like wherever possible to deal with your complaint person to person over the phone as this will likely result in a resolution being reached sooner, but, if you prefer, we are happy to deal with your complaint at any stage through e-mail or letter.

### ***Stage 1***

---

Your customer complaint will be fully recorded on our complaints log by one of our experienced Operations Team, and they will do their best to investigate and resolve your complaint over the phone there and then. They will check if you are happy with the outcome that they have provided.

If you are still dissatisfied or your complaint cannot be resolved straight away then we can pass this on to our specially designated complaints handler who should be able to work with you in order to rectify any problems that you have experienced. You will be informed of the name of your complaints handler at this point as well as when you should expect to hear from them.

### ***Stage 2***

---

Once you have spoken to our designated complaints handler, they will offer you a resolution to your particular problem or complaint. When we have found a solution that meets all parties' requirements we will rectify the situation as soon as possible. If you still remain unhappy and have spoken to our designated complaints handler then it will be escalated to the Operations Director.

### ***Stage 3***

---

This last stage is reserved for if you remain dissatisfied with what we have offered in terms of any resolution during stage 1 & 2

Once the Operations Director has received your complaint we will investigate further and if found to be able to resolve this we will have him respond to you.

