

White & Co.

Residents' Complaint Policy and Procedure



PY.001
16 April 2020

White & Co. is committed to providing all residents with a high level of service but we recognise that sometimes things go wrong. If they do, we need you to tell us about it. This will help us to improve our standards.

If you believe that we have not provided you with an acceptable level of service, you will find below our policy and procedures for addressing your concerns.

1. Our Complaints Policy

Any complaint made by you to White & Co. will be:

- Processed in accordance with the Complaints Procedure described below
- Acted on within the timeframe described in the Complaints Procedure
- Handled by people with the right level of knowledge and experience
- Treated in confidence

2. Our Complaints Procedure

Step 1: Written complaint

If you have a complaint, you must report it to us in writing, preferably by email.

This should be sent to your Property Manager or to lettings@white-co.co.uk. Our postal address, if you wish to send a letter, is 25 Market Place, Olney, Bucks, MK46 4BA.

Please ensure that your email or letter makes it clear that you are making a complaint and you should give as much detail as possible about the cause and nature of your complaint.

Step 2: Acknowledgement of complaint

We will send you an email or letter acknowledging receipt of your complaint within three working days of receiving it. We will enclose a copy of this policy and procedure document confirming the next steps.

Step 3: Investigation of complaint

We will then investigate your complaint. This will normally be carried out by our Business Manager who will review your file and speak to the member(s) of staff you have dealt with.

Our Business Manager will send you a formal written outcome of our investigation within 15 working days of issuing the acknowledgement letter.

Step 4: Request for review and final viewpoint

If, after considering the formal response by our Business Manager, you are still not satisfied that your complaint is resolved, you should contact us again in writing to ask for your complaint to be

reviewed.

We will arrange for this to be carried out by a director of White & Co. who has the relevant professional knowledge and experience to carry out the review.

We will write to you within 15 working days of receiving your request for a review. Our response will set out our final viewpoint on the matter.

Step 5: Referral to The Property Ombudsman

You can request The Property Ombudsman to carry out an independent review of your complaint if

- You are not satisfied with the response set out in our final viewpoint on the matter (Step 4); or
- More than 8 weeks has elapsed since the complaint was first made to us in writing.
- You feel we have not sought to address your complaints within the eight weeks period.

The Property Ombudsman can be contacted at The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk

There is no charge for referring the matter to The Property Ombudsman.

Please note that The Property Ombudsman requires that

- Your complaint is referred to them within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- Before being submitted for an independent review, all complaints are addressed to us and conducted through the Complaints Procedure described above.