Complaints Procedure

Internal Complaints Procedure for all student/Residential Lettings, sales and Management

This information should be read in conjunction with our 'Resolving complaints' information.

Membership of THE PROPERTY OMBUDSMAN & Property Ombudsman

As a member of the The Property Ombudsman, we aim to provide the highest standard of service to all our landlords and tenants in line with the The Property Ombudsman Code of Practice. One of the requirements of our membership with The Property Ombudsman is that we have a process for assessing complaints about our service appropriate to our firm's size and structure.

Process to follow

All branch staff will deal with normal day to day problems on a one to one basis (usually through our communication and repairs system (CARS)) or via emailing your designated Property Manager. We will endeavour to resolve any issues as promptly as possible. However, once a formal complaint as such has been raised, i.e.

"I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint"

Then at that stage you will be requested to put your complaint in writing, setting out your concerns by referring to any related documents, terms of business, tenancy agreement, inventory, ticket system information etc. and send it to complaints at the address below. Alternatively, you could email contact@ahahlets.co.uk or use the ticket system creating a ticket called:

I wish to make a formal complaint"

The grievance letter/ticket will be acknowledged promptly, investigated in accordance with established in- house procedures and a reply sent to you within ten working days of receipt of the original letter/ticket. You will at that time, be invited to make any comments that you may have in relation to the response you received.

Not satisfied?

Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to **The Director, Mrs Charlene Carkett** at the address below:

Our Address Shorey Bailey & Co 70 North Hill, Plymouth, Pl4 8HF

Finally, still not satisfied?

Finally, having exhausted our in –house procedures, if you are still not satisfied with our response, you may refer your complaint to: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP (www.tpos.co.uk)

Shorey Baley & Co Lettings | Lettings | Management | Sales