

IN-HOUSE COMPLAINTS HANDLING POLICY & PROCEDURE

- The Agency aims to operate with integrity and with commitment to both best practice guidelines and legislative requirement for both Sales and Lettings.
- This policy sets out the both the legislative requirements and operational guidance for the Agency with regard to our Complaints Procedure.

1.0 COMPLIANCE

- 1.1 The Agency is fully committed to operating within best practice guidelines and is dedicated to improving conditions in both Property Sales the Private Rented Sector.
- 1.2 The Agency belongs to the Property Redress Scheme for Property Independent Dispute Resolution and complies with the Code of Practice for Residential Estate Agents and the Code of Practice for Residential Letting Agents and all current relevant legislative requirements.
- 1.3 The Agency is licensed with Rent Smart Wales: **Licence Number #LR-69126-27932.**
- 1.4 The Agency is a member of the UK Association of Letting Agents (UKALA) and the National Landlords Association (NLA).
- 1.5 All Client Tenancy Deposits are protected within segregated client money accounts and fully insured by CMP (Client Money Protection).
- 1.6 The Agency is registered under the Money Laundering Regulations (MLR 2007) and ICO.

2.0 EQUALITY ACT (2010)

- 2.1 The Agency strongly believes in and ensures the positive promotion of Equality and Diversity of all people. The Agency will always aim to show respect, fairness and understanding to all people and in everything that we do. The Agency does this not only because it is our legal responsibility, but because it is core to who we are and what we want to stand for.

IN-HOUSE COMPLAINTS HANDLING POLICY & PROCEDURE

3.0 COMPLAINTS

3.1 The Agency aims to provide the highest standard of service to You, but to ensure that all interests are safeguarded, the Agency has an In-House Complaints Handling policy and procedure, which is compliant to both the UKALA and the Property Ombudsman directives and as per the requirements of our Rent Smart Wales Licensing, our MyIDeposit Insured Scheme and CMP Insurance.

3.2 If you believe that you have a grievance, the Agency would ask that in the first instance You write to the person with responsibility for monitoring **COMPLAINTS** within the Agency:

Samantha Troy, Director, Adre Properties Ltd, 21a Welsh Street, Chepstow, NP16 5LL. Email hello@adreproperties.co.uk

3.3 If You, a Person: Client (which include but is not limited to our Tenants / Contract Holders, Landlords, Vendors, Purchasers, Contractors) or Employee or individual working within or for the Agency feels that the Agency has not lived up to our commitments it is important to let us know. The Agency asks that in the first instance they write to the nominated person as per paragraph 3.2.

3.4 Upon receipt of a complaint, the grievance will be acknowledged within 3 working days as having been received (if an email address has been given this will greatly speed up the receipt acknowledgement time). It is the Agency's policy to investigate the grievance within 7 working days and will respond to You in writing. However occasionally if the nature of your complaint is such that we need further time to consider it we will contact You and let You know the reason for the delay. This stage is known as the **FIRST** Letter of Response.

3.5 If You are not satisfied with the outcome of your complaint following receipt of the Agency's written First Letter of Response, we ask that You write further regarding the matter, outlining the reasons that You are not satisfied with the response to your complaint.

3.6 The Agency will then reinvestigate the grievance within the same timescales 7 working days (advising if additional time is required) and again will respond to You in writing. This stage is known as The **FINAL** Letter of Response.

3.7 Following the Final Letter of response from the Agency, should you remain unhappy or if the complaint remains unresolved, the matter will need to be passed (within 6 months of the Final Letter of Response) to the Property Redress Scheme (PRS) for Property Independent Dispute Resolution for

independent dispute resolution and / or if relevant to UKALA and / or MyIDeposits in order to resolve a deposit dispute.

- 3.8 All parties are bound by the independent decision of the Adjudicator.
- 3.9 This complaint procedure cannot be used to complain following a decision made by the Independent Adjudicator.

4.0 OMBUDSMAN SERVICES: Property Independent Dispute Resolution Scheme

4.1 If having followed the stages outlined in paragraph 3 above or if eight weeks have passed and the grievance remains unresolved, You may need your complaint to be passed to the Property Redress Scheme (PRS) for Property Independent Dispute Resolution

4.2 Comprehensive guides and Information regarding the PRS Ombudsman Scheme are found at. In addition, there are links here to make a complaint.

<https://www.theprs.co.uk>

Alternatively, you may contact our Property Ombudsman Scheme:

PRS: Property Redress Scheme

Premier House, 1st Floor Elstree Way, Borehamwood, WD6 1JH

Tel: 0330 440 1634 (Complaint Enquiries)

Email: info@theprs.co.uk

4.3 PRS give independent and impartial decisions on complaints. The service is free for consumers (Vendors and Purchasers and Landlords and Tenants / Contract Holders) to use. They operate under appropriate legislation and with the approval of regulatory authorities and trade bodies such as UKALA, Rent Smart Wales, CMP etc. Ombudsman Services are not a watchdog or regulator - their job is to resolve complaints; not punish Agents they resolve complaints against. Ombudsman Services are independent so do not take sides.

4.4 In making decisions the Ombudsman Services take into account:

- relevant law
- regulatory rules, guidance and standards
- code of practice, and
- what is accepted as industry good practice.

4.5 There are rules about when the Ombudsman Services can accept a complaint. For most complaints you must:

- complain to the Agency within twelve months of becoming aware of the issue, and
- contact Ombudsman Services within nine months of the first complaint to the Agency.

4.6 However, sometimes there are exceptional reasons to justify the delay before making a complaint. Under these circumstances it would be advised that you contact the Ombudsman Services in order to discuss the matter with them regarding how you should proceed.

4.7 The Ombudsman Services help to resolve complaints as quickly as possible with the most appropriate outcome. They aim to resolve complaints using negotiation. Complaints are usually resolved within six to eight weeks.

4.8 The Ombudsman Services role is to resolve the complaints appropriately for you. They are not there to punish companies when things go wrong. The Ombudsman Services decisions are binding on the Agency and are enforceable in court.

4.9 The Ombudsman Services can require:

- an apology
 - an explanation of what went wrong
 - a practical action to correct a problem, and or
 - a financial award (subject to a limit)
- They may also make recommendations to the Agency so it can avoid similar problems happening again.

4.10 If you accept the Ombudsman Services' decision you lose the right to the resolution the Agency or other bodies have offered, but you retain the right to take your complaint elsewhere, such as the courts.

FURTHER INFORMATION

5.0 Further Information

5.1 The PRS Ombudsman Services: info@theprs.co.uk

5.2 Regarding issues regarding Lettings you may wish to refer to:

- **UKALA: National Landlords Association**

Website: <https://www.ukala.org.uk>

Telephone: 020 78207900

Email: info@ukala.org.uk

Address: UKALA, 3rd floor, 22-26 Albert Embankment, London, SE1 7TJ

5.3 Regarding If the matter is regarding a Deposit you may wish to refer to MyIDeposits:

- MyIDeposits: Insured Agents' Scheme

Website: <https://www.mydeposits.co.uk>

Telephone: 0333 321 9401

Email: info@mydeposits.co.uk

Address: MyIDeposits, Ground Floor, Kingmaker House, Station Road, New Barnet, Hertfordshire, EN5 1NZ

5.4 In WALES, If the matter is about an issue relating to a Breach in Legislation, non-Compliance, Agent or Landlord Licensing, a Property, us the Agency, the Landlord or Contract Holder (formally known as a Tenant) or about an Occupational Contract, you may want to contact Rent Smart Wales.

Rent Smart Wales, is the central Licencing Authority, designated by the Welsh Ministers under the Housing (Wales) Act 2014. The body is run in partnership by the 22 Local Authorities in Wales.

- Rent Smart Wales

Website: <https://rentsmart.gov.wales/en/home/>

Telephone: 03000 133344

Email: rentsmartwales@cardiff.gov.uk

Address: Rent Smart Wales, PO Box 1106, Cardiff, CF11 1UA