



KeyRing Lettings

01749 681 356
welcome@keyringlettings.co.uk
www.keyringlettings.co.uk

KEYRING LETTINGS COMPLAINTS PROCEDURE

As a Service organisation, we aim to give exemplary service to all our customers. We set high standards for ourselves, but by the nature of what we do, things may go wrong from time to time and we have a simple procedure to follow to ensure that all our customers can get satisfaction.

In the first instance, if you have any query or concern, then please contact us and we hope that we will be able to deal with it. Most matters arise because of a misunderstanding or perhaps our communication has not been as clear as it should have been and can be easily resolved.

However, if you are still not satisfied, it is at this point that our formal 'Complaints Procedure' should be followed.

Step One – Before you make a complaint.

If the situation is covered by a contractual or legal obligation, then the relevant document will provide guidance to resolve the problem. This route should be pursued before making a formal complaint.

Also, please bear in mind that we cannot be held responsible for anything and everything that could possibly go wrong. We need to demonstrate that we have acted swiftly, competently and professionally in the face of whatever situation has presented itself and met the service standards that we have promised you.

Step Two – Initiating a formal complaint.

We would expect that any problem would have been notified to us so that we would have had the opportunity to resolve it. If we have failed to do this, then you need to formalise your complaint.

This must be put in writing to include dates and the names of the people, who have been involved. This is so both parties can be absolutely clear as to the nature of the complaint and we can give a specific response. You should tell us what you think we should do to resolve your complaint.

(If you have a disability that makes it difficult for you to send a written complaint, please contact us so that we can agree alternatives)

The complaint should be addressed to the person that you have been dealing with in KeyRing Lettings or the manager Jane Weddell. Your letter must state unambiguously in its heading that it is a 'formal complaint'

We will acknowledge receipt of your letter within 3 working days and undertake to give you a full reply within 21 days (or advise the timescale in writing if circumstances force us to take a longer time).

Step Three – Review your complaint

We would hope that our reply will have resolved the situation (or at least moved it forward so that both parties can see a route forward – if so, this should be followed).



Opening doors to rented property

Company No. 8462449
Reg. Name: KeyRing Lettings CIC

T 01749 681 356
E welcome@keyringlettings.co.uk
www.keyringlettings.co.uk

Office & Registered Address:
KeyRing Lettings, Cannards Grave Rd,
Shepton Mallet BA4 5BT

However, if you are not satisfied with our initial response then you should reply (in writing to the person, who has dealt with your complaint) that you are not satisfied and give your reasons. You should tell us what we **still** need to do to resolve the matter.

Your reply will then be passed to the manager (or alternatively a director if the manager originally dealt with your complaint) for review.

Again, we will acknowledge receipt of your letter within 3 working days and undertake to give you a written statement with our final viewpoint within 21 days (or advise the timescale in writing if circumstances force us to take a longer time).

Step Four – Arbitration.

KeyRing Lettings belong to 'The Property Ombudsman Lettings Scheme'.

If we have failed to deal with your complaint, your ultimate redress is to them.

Their address is:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: 01722 333306

Email: admin@tpos.co.uk

They would normally expect you to have followed our complaints procedure and to have advised us that you are contacting them. Further guidelines are available on 'The Property Ombudsman' website: www.tpos.co.uk and you can contact them for general help at any time.

Our commitment

We will:

- Deal with all complaints confidentially and only involve those persons needed to thoroughly investigate the complaint so that we can make a full response.
- Respond within the time limits.
- Make sure that we cover all the points that you raise and that our replies explain the outcomes clearly.
- Ensure that no complaint made in good faith will be used to your disadvantage in the future.

We expect you:

- To give us full details set out clearly together with any background information that may be relevant.
- Deal sensitively with any issues involving our staff or contractors.

In conclusion

All situations must have a resolution. We will always listen and be reasonable.



Opening doors to rented property

Company No. 8462449
Reg. Name: KeyRing Lettings CIC

T 01749 681 356
E welcome@keyringlettings.co.uk
www.keyringlettings.co.uk

Office & Registered Address:
KeyRing Lettings, Cannards Grave Rd,
Shepton Mallet BA4 5BT