



Complaint Handling Toolkit

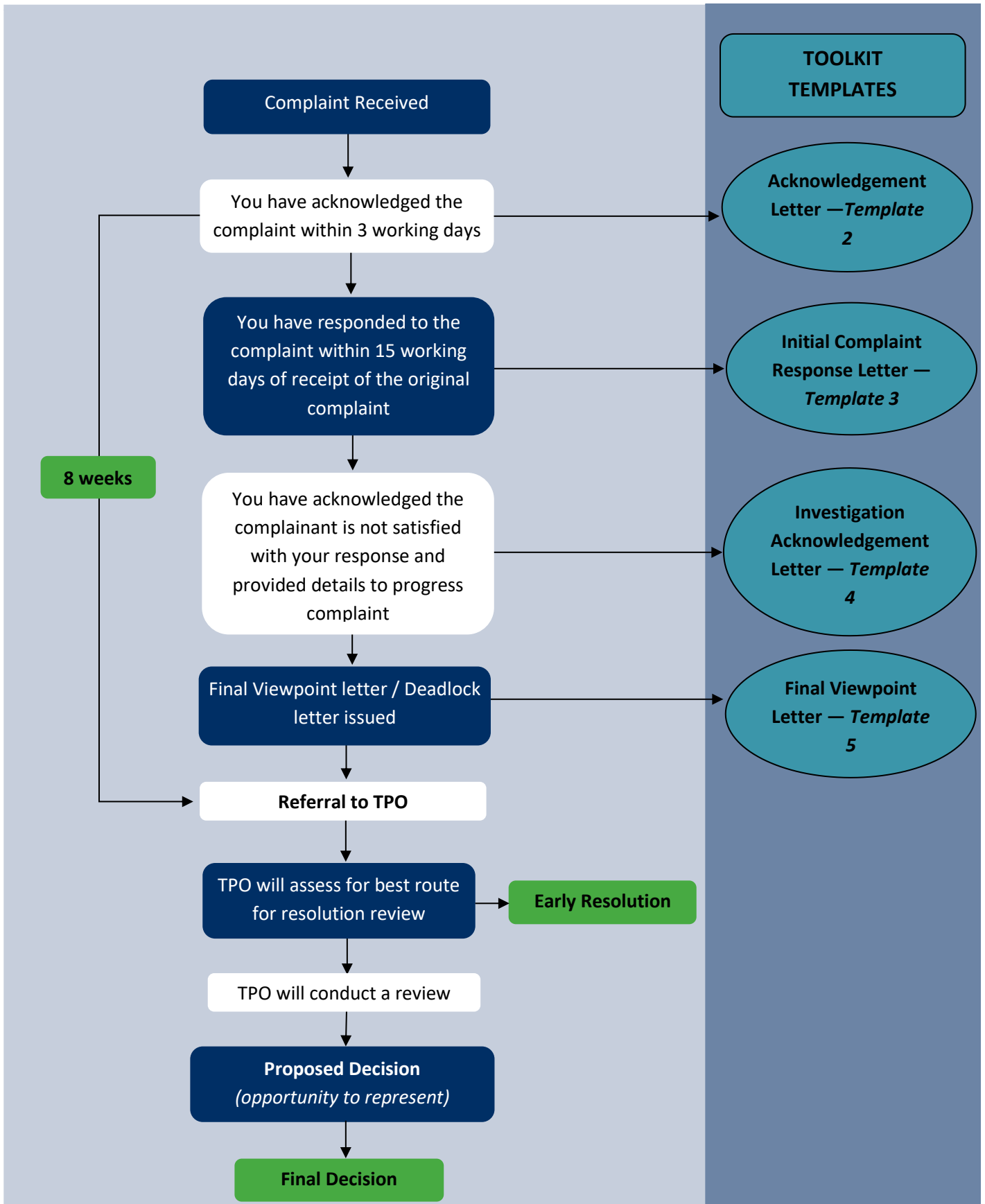
England, Wales & Northern Ireland



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The Complaints Process – Timeline



How to Handle Complaints...and Resolve Them

TPO has been dealing with disputes between consumers and property agents since 1990. In that time, we have seen many complaints that could have been resolved by the agent without referral to TPO. The following tips are based on that experience.

Remember: *Handling a complaint properly will reduce the chance of referral to the Ombudsman or the courts, save you time and maintain (and sometimes even enhance) your reputation.*

Acknowledge the complaint

Whether you think the complaint is justified or not, the complainant will always consider that it is. Acknowledge the complaint and explain what you will do next and by when. NEVER, EVER IGNORE A COMPLAINT.

Consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Understand the complaint

Take the time to make sure you fully understand the issues being raised. If you address all the issues at the outset you are more likely to resolve matters there and then.

Be honest

Everyone knows that everyone makes mistakes. If you have made a mistake, acknowledge and apologise for the error. Do not attempt to avoid, gloss over or omit issues central to the complaint.

Be thorough

Spend the time investigating the issues. Complainants will know when you have not investigated their concerns properly - this will cause further dissatisfaction and the dispute to escalate.

Be polite and professional

Regardless of the complainant's manner always be polite and professional when responding. Never use inappropriate or provocative language, or make personal allegations.

Take complaints off-line

Consumers may complain via social media platforms. Regularly check your social accounts and always take complaints off-line by acknowledging the contact and then directly contacting the consumer.

Don't be afraid of complaints

If you want to grow as a business, you need to know when you get it wrong! Make it easy for consumers to contact you and take active steps to change processes or behaviour where shortcomings are found.

HOST PROPERTY LIMITED

Template 1

In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to **Laura Cooper Admin Manager**. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

**Host Property Ltd 643-645 London Road
Westcliff on Sea Essex SS0 9PD
info@hostproperty.co.uk Laura**

Remember to include details for complaints from a 3rd party or contractor if they differ from your usual complaints procedure

Stage 2—Our Acknowledgement

Your complaint will be acknowledged, and we will start our in-house complaints procedure

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and Laura Cooper will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 4—Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and Laura Cooper will provide a written response outlining our final position and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 5—The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306

www.tpos.co.uk admin@tpos.co.uk

Timescale

You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.

643 London Road, Westcliff on Sea,
Essex, SS0 9PD



HOST PROPERTY LIMITED

In-house complaints procedure

Template 2

Dear **[Complainants name]**

RE: **[Property Address]**

Thank you for your email/letter dated **[date]**. I acknowledge receipt of your complaint and **[company name/member of staff]** will provide a formal written response to your complaints by **[date]**. Should more time be required to investigate the issues raised **member of staff name** will contact you to explain why.

Yours sincerely,

[Name]

[Job title]

HOST PROPERTY LIMITED

In-house complaints procedure

Template 3

Dear **[Complainants name]**,

RE: **[Property Address]**

Thank you for your email/letter of **[date]**, raising your complaint to us.

Having considered your complaint letter, I understand your specific complaints to be:

- A
- B
- C
- D

Based on the evidence available to me, I have concluded that...

Please explain the company's position with regard to the complaints listed above.

Include any resolution where possible.

You may like to enclose supporting evidence if appropriate.

I hope this resolves the issues above. Should it be the case you are dissatisfied with this response you may escalate your response to **[member of staff name]** who will conduct a separate review of your complaint within 15 working days.

Yours sincerely,

[Name]

[Job Title]

HOST PROPERTY LIMITED

In-house complaints procedure

Template 4

Dear **[Complainants name]**

RE: **[Property Address]**

Thank you for your email/letter of **[date]**, in response to our initial investigation into your complaint. We are sorry you are not satisfied with the outcome of our initial investigation. Your complaint will be independently investigated by **[name of member of staff] who will provide** a final viewpoint letter/deadlock letter on the issues you have raised. **[delete if not the final stage]**. This will be provided to you by **[date]**.

Yours sincerely,

[Name]

[Job Title]

HOST PROPERTY LIMITED

In-house complaints procedure

Template 5

Dear **[Complainants name]**,

RE: **[Property Address]**

Thank you for your email/letter of **[date]**, in response to our initial investigation into your complaint.

I understand that you remain dissatisfied with our position. Having thoroughly considered the correspondence to date, I understand your specific complaints to be:

- A
- B
- C
- D

Based on the evidence available to me, I have concluded that....

**Please explain the company's final position with regard to the complaints listed above.
You may like to enclose supporting evidence if appropriate.**

This represents the final viewpoint of **Host Property Ltd** I hope that I have been able to resolve the matter to your satisfaction. If, however, you remain dissatisfied, you have the right to refer your complaint to The Property Ombudsman, details of which can be found below.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333 306
www.tpos.co.uk

Please be aware that you have up to **12 months** from the date of this correspondence to refer your complaint to the Ombudsman in writing, although it is preferable that you do so as soon as possible if you wish to pursue this matter further. I have enclosed The Property Ombudsman's Consumer Guide leaflet for your information.

Yours sincerely,

[Name]

[Job Title]