



**SIMON BLYTH LETTINGS -
Company Complaints Procedure.**

Simon Blyth Lettings believes that if a customer wishes to make a complaint or register a concern they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better customer services and customer focus. This policy is intended to ensure that complaints are dealt with properly and that all complaints are taken seriously.

We believe failure to listen to or acknowledge complaints will lead to an aggregation of problems and customer dissatisfaction. Simon Blyth supports the concept that most complaints, if dealt with early, openly and honestly, can be resolved at local office level between the complainant and his/her local office.

Aim

The aim of the Simon Blyth Lettings Company Complaints Procedure is to ensure that its complaints procedure is properly and effectively implemented, and that customers feel confident that their complaints and concerns are listened to and acted upon promptly and fairly.

Objectives

- Customers are aware of how to complain, and are provided with easy to use opportunities for them to register their complaints.
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within five working days.
- Investigations into written complaints are held within 28 days.
- All complaints are responded to in writing.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the individual and their situation.

The person responsible for ensuring the resolution of all complaints is the Lettings Director.

Complaints Procedure

Telephone Complaints

- All telephone complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by colleagues adopting a defensive or aggressive attitude.
- Front line colleagues who receive a telephone complaint will, where possible, seek to resolve the issue immediately.
- If colleagues cannot resolve the issue immediately they should offer to get their manager to deal with the issue. If the manager cannot resolve the issue immediately then the lettings director to deal with the issue.
- All contact with the complainant will be polite, courteous and sympathetic.
- At all times colleagues will remain calm and respectful.
- Colleagues will remain at all times calm and respectful. If the colleague feels they are incapable of meeting these standards they should inform a manager or the Lettings director so they can continue with the issue.
- Colleagues should not accept blame, make excuses or blame other colleagues or parties involved.
- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If the course of action is acceptable then the team member should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (ie through another telephone call or in writing).

- If the suggested plan of action is not acceptable to the complainant then the team member or manager should ask the complainant to put their complaint in writing to Simon Blyth Lettings. A copy of the complaints procedure and form for completion will be supplied.
- In both cases details of the complaints should be recorded in the complaints log. A complaints form must be completed and a copy of all documentation and correspondence handed to a manager or director.

Written Complaints

All written complaints will be taken seriously

- When a complaint is received in writing it will be passed on to a manager or director who will ensure it is recorded in the complaints log. An acknowledgement letter will be sent within five working days. The manager or director will then assign a person they see fit to deal with complaint throughout the process. Written complaints can be directed either to our head office address at:

Simon Blyth Lettings Ltd

Fairfield House

Hollowgate

Holmfirth

HD9 2DG

Or via email to feedback@simonblyth.co.uk

- If necessary, further details should be obtained from the complainant. If the complaint is not made by the customer but on the customer's behalf, then consent of the customer must be obtained, preferably in writing.
- The Simon Blyth Lettings Customer Complaint Procedure will be forwarded to the complainant.
- If the complaint raises potentially serious matters, advice will be sought from a legal advisor.
- Following the receipt of the complaint Simon Blyth Lettings will launch an investigation and within 28 days should be in a position to provide a full explanation to the complaint. This will be provided either in writing or by arranging a meeting with the individuals concerned (if appropriate).
- If the issues are too complex to complete the investigation within 28 days, the complaint should be informed of any delays.
- If a meeting is arranged the complaint will be advised that they may, if they wish, bring a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives Simon Blyth Lettings the opportunity to show the complainant that the matter has been taken seriously and has thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant.

Training

The Manager of each office is responsible for the organisation and co-ordination of training. All colleagues will be trained in dealing with, and responding to, complaints. Complaints policy training will be included in the induction training for all new colleagues and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should be kept up to date with any and all changes.

Simon Blyth Lettings Company Complaints Procedure, updated 03/05/2015.