



## Complaints Handling Procedure

We have a standard procedure for handling complaints which is as follows:

### 1. Making an initial complaint

In the first instance your complaint should be directed in writing to the Director who has an honest and sincere desire to resolve your complaint as soon as possible and should respond within ten working days.

### 2. Making a formal complaint

If for whatever reason you remain dissatisfied then please contact us. At this point we will send you a complaint form to enable you to provide full written details of your complaint and copies of any supporting evidence. The Complaints Officer appointed will investigate and provide an independent review of your complaint.

Write to us

FAO The Complaints Officer

Peace of Mind Property Solutions Ltd

37 Bury Avenue

Newport Pagnell

MK16 0ED

E-mail us

[letting@peaceofmindlettings.co.uk](mailto:letting@peaceofmindlettings.co.uk)

### 3. Receiving your complaint

We will acknowledge the receipt of your written complaint within three working days and explain our process for resolving it. Due to the independent nature of the investigation we regret that we can only respond in writing.

### 4. Resolving your complaint

We will then investigate your written complaint as soon as possible and write to you as soon as we have completed our investigation. This process should take 15 working days. In our letter (the final viewpoint letter) we will explain:

The outcome of our investigation

What we will do to put things right if we have made a mistake

### 5. Property Ombudsman Review

If you are still unhappy at this stage, you have the option to take your complaint to the Property Ombudsman within twelve months of the date of the final viewpoint letter. The Property Ombudsman will not investigate any complaint that has not followed the in-house complaints process. Further details of the Property Ombudsman are available at [tpos.co.uk](http://tpos.co.uk)