



INTERNAL COMPLAINT PROCEDURE

- As a member of the Association of Residential Letting Agents (ARLA/Propertymark), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc, and send it to **Penny Berrington** at the address below.

Bury Knowle Coach House, North Place, Headington, Oxfordshire OX3 9HY

or email penny@collegeandcounty.co.uk

- The grievance letter will be acknowledged promptly within three working days. We will then investigate in accordance with established "in-house" procedures and a reply sent to you within 15 working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to **David Gilson** at the address below. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Bury Knowle Coach House, North Place, Headington, Oxfordshire OX3 9HY

- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge or you can refer your complaint to:

The Property Ombudsman
www.tpos.co.uk
01722 333 306
admin@tpos.co.uk

Or ARLA/Propertymark
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
Warwickshire
CV34 6LG

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.