

COMPLAINTS PROCEDURE



At Residence 365 Limited our aim is to provide an excellent level service to all our clients.

However, we realise there will be times, that these standards are not met, and this may lead to you being dissatisfied with our service. Whilst nobody likes to receive complaints, it can provide us with valuable information about how we can improve. We therefore welcome this feedback as it provides us with an opportunity to learn more about our clients' needs and helps us to continually improve the services we provide. Our Complaints Handling Procedure is Outlined Below.

STAGE 1

The first step is to contact us by phone and ask to speak directly to the member of the team who has been dealing with your query.

This member of staff should resolve your complaint quickly and to your complete satisfaction, without the need for further investigation

STAGE 2

If you have spoken to the relevant member of the team about your complaint and they have failed to resolve this to your satisfaction, the next step is for you to make a formal complaint.

You can do this by writing to us at Customer Care Department:

Residence 365 Limited, Coniston House
201 Mossley Hill Drive
Liverpool L17 0EW
You can also email us at:
assist@residence365.co.uk

You will receive acknowledgement of your communication within three working days. You will be provided with the name of the Manager who will look into your complaint. Any future communication should be directed to the member of the team who has been assigned to investigate your complaint. They will investigate your complaint, take any necessary action and make sure you receive a written reply within 15 working days. If your complaint needs more investigation, we will write to you and let you know when you will receive a written reply.

STAGE 3

If you have been through stage one and two and are not satisfied with our conclusion, you will need to contact us in writing, either by email or letter and ask for the complaint to be escalated to stage 3. A Director will then review the case and issue you with a final written response within 15 days. The decision at this stage is the end of our internal complaint's procedure.

The Property Ombudsman

If you are still not satisfied with the steps taken by us, you may have your complaint investigated by:

The Property Ombudsman Ltd, Milford House
43-55 Milford Street
Salisbury, Wiltshire, S1 2BP
Telephone: (01722) 333306
Website: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.

