



Dewisant Lettings and Management Ltd

## **1. Introduction**

At Dewisant Lettings and Management, we strive to provide the highest standard of service to all our clients. However, we recognize that sometimes things can go wrong. When they do, we want to ensure that we address and resolve complaints in a timely and effective manner.

## **2. How to Make a Complaint**

### **2.1. Informal Resolution**

In the first instance, please raise your complaint with your designated property manager or the staff member you have been dealing with. Many issues can be resolved quickly through informal discussion.

### **2.2. Formal Complaint**

If you are not satisfied with the response or resolution provided informally, please submit a formal complaint in writing. This can be done via email or post.

### **2.3. Contact Details**

Email: [contact@dewisantlm.com](mailto:contact@dewisantlm.com)

Postal Address: Complaints Department, St David Lettings and Management, 3<sup>rd</sup> floor Refuge House, 33-37 Watergate Row South , Chester, CH1 2LE

## **3. What to Include in Your Complaint**

To help us address your complaint efficiently, please include the following information:

Your full name and contact details

Property address

Details of the issue, including dates and any relevant documentation

Names of any staff members involved

Your desired resolution

## **4. Complaint Handling Procedure**

### **4.1. Acknowledgement**

We will acknowledge receipt of your complaint within 3 working days.

### **4.2. Investigation**

A thorough investigation will be conducted by a senior member of our team. This may involve reviewing files, speaking with staff, and potentially contacting you for further information.

### **4.3. Response**

We aim to provide a full response within 15 working days. If the issue is complex and requires more time, we will keep you informed of the progress and provide an estimated completion date.

## **5. Escalation**

If you are not satisfied with our response, you may request a further review. This should be addressed to our Managing Director at the same contact details provided above. The Managing Director will conduct an independent review and respond within 10 working days.

## **6. External Redress**

If you remain dissatisfied after our final response, you may refer your complaint to the following independent bodies:

### **6.1. The Property Ombudsman (TPO)**

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Phone: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

## **7. Record Keeping**

We will keep a record of your complaint and our response for at least six years. This helps us to monitor our service and make improvements where necessary.

## **8. Confidentiality**



All complaints will be treated in confidence and in accordance with the General Data Protection Regulation (GDPR).

## **9. Continuous Improvement**

We are committed to continually improving our services. Feedback from complaints will be used to enhance our processes and training to prevent future occurrences.

## **10. Contact Us**

If you have any questions about this procedure or need further assistance, please do not hesitate to contact us at 01244 297200 or via email at [contact@dewisantlm.com](mailto:contact@dewisantlm.com).