

# Complaints Procedure

Western prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

## **Making a Complaint on Our Service**

### **Information for Customers**

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint at branch level.

### **Point 1 – Office Administrator**

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with.

### **Point 2 - Manager**

If they are unable to resolve the situation you may refer it to the Manager responsible for the branch in question. We request that you send a written summary of your complaint to the Manager, within one month of completing Stage 15 days.

The manager will provide you with the Managing Director's name and a contact address or email in order for you to contact them. They will acknowledge your complaint within 5 working days of receipt and provide you with a written response within 15 working days.

### **Point 3 – Managing Director**

Should this still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to the Managing Director at the following address:

*The Director  
Western Accommodation Ltd  
125 Dunstable Road  
Luton  
LU1 1BW*

The Managing Director will acknowledge your complaint within 5 working days and will investigate the issues raised. He will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns.

Within 10 working days from receipt of your letter, the Managing Director will set out in writing to you his findings and recommendations as a 'final viewpoint' on how he believes your complaint can be resolved.

### **Point 4 - The Property Ombudsman**

After you have received a response from the Managing Director and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Managing Director's final view point letter alongside a link to the Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 6 months of the date of the Managing Director's final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted.