**Claypenny Properties**

**Complaints Procedure**

**A Guide for Tenants**

We are committed to providing a good standard of accommodation and an excellent service throughout your tenancy with us. Whilst we hope you should have no reason to complain, if something goes wrong or you are dissatisfied with what we are providing, please tell us as we value all complaints (we value all constructive feedback – both positive and negative) and use information learnt from them to help improve our service and your experience with us.

**How do I complain?**

You can complain in person but it will also need to be put in writing, by letter or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue and in the first instance, directly to a member of our team so they can try and help you resolve it.

When complaining, tell us:

* Your full name
* Your address (relating to the tenancy complaint)
* Your contact details
* As much as you can about the complaint
* What has gone wrong
* How you would like the matter resolved

**Is there a time limit for making a complaint?**

Normally you should make your complaint within 1 month of:

* The issue arising or
* Finding out that you have a reason to complain

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

**What will happen if I complain?**

Our complaints procedure has 3 stages

**Stage 1 – Frontline Resolution**

In the first instance complaints should be directed to a member of the office team. Your complaint will be acknowledged within 3 working days of receipt. A full investigation will take place and your complaint will be responded to within a further 15 working days from acknowledgment of receipt.

**Stage 2 – Complaint Investigation**

If you remain dissatisfied with the outcome of the response you have received you should request the matter to be escalated to the Managing Director who will again acknowledge receipt of the complaint within 3 working days and investigate further. Following this investigation, a written conclusion will be provided to the complainant expressing the final view of the company within a further 15 days from acknowledgment of receipt.

**What if I am still dissatisfied?**

**Stage 3**

If you are dissatisfied with our decision or the way we have dealt with your complaint, you will need to seek advice from a third party/body. This will differ depending on the nature or circumstance relating to the complaint. We recommend in the first instance that you speak to Student Services at your University for advice as to whom to contact or indeed they may mediate on your behalf, or alternatively, if it is a complaint regarding the repair or condition of the property, please seek advice from the Private Housing Standards. Tel: 0114 2734680 or phs@sheffield.gov.uk.

If you remain unhappy after a review by our Manager (or more than 8 weeks have elapsed since the complaint was made) you can request an independent review from The Property Redress Scheme You need to submit your complaint within 12 months to The Property Redress Scheme, Premiere House, 1st Floor Elstree Way, Borehamwood, WD6 1JH Tel: 0333 321 9418 / email: info@theprs.co.uk <https://www.theprs.co.uk/>

Please note that The Property Redress Scheme will not deal with a complaint unless our internal complaints procedure has been followed first.

**1, PERSONAL DETAILS**

|  |  |
| --- | --- |
| First Name |  |
| Surname |  |
| Address of Property |  |
| Email |  |
| Telephone |  |
| Alternative Correspondence Address (if applicable) |  |
| Tenancy Start & End Dates (if applicable) |  |

**2. YOUR COMPLAINT**

2.a Please provide a summary of your complaint below (300 words max)

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2.b Please describe what action you have taken to pursue the complaint to date (200 words max)

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2.c Please provide a brief explanation of the issue(s) you consider to be unresolved (max 200 words)

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