



Complaints Procedure 2020

Every year Sales & Lettings Angels helps thousands of people find rental accommodation in Cardiff and surrounding areas through our Sales and Lettings departments. Due to the service nature of the industry and only being able to act on our clients instructions or statutory obligations and legislation, every once in a while someone comes away from Sales & Lettings Angels feeling unhappy.

Perhaps some thing was not right when you moved in, a repair took longer than anticipated to rectify or perhaps our advice didn't help or was incorrect. Unfortunately, these things happen. We know we are not perfect, but we aim to be. That is why we have a complaints procedure.

Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps to improve our service to you. We will treat your complaint confidentially, seriously and quickly.

It is important to let Sales & Lettings Angels know that you are unhappy and to give us the chance to put things right. Don't be afraid to speak to us – we might be able to sort out the problem straight away. Otherwise, move to the more formal process.

What can I do if I am a guarantor/family member of a tenant?

We will only be able to discuss concerns with those parties directly connected to the tenancy. If you have signed a guarantor agreement please contact us, however if you have not, due to our legal obligations to abide to the strict General Data Protections Regulations, you will have to ask a connected party to contact us on your behalf.

We will not connect parties to contracts for the purpose of communication with us due to the volume of administration associated in doing so.

Making a complaint

There are several ways to make a complaint or raise a concern. We pride ourselves at Sales and Lettings Angels on implementing procedures that minimise any unhappiness or stress at a time when moving home, so we will look to not only investigate your complaint or concern but also change internal procedures to better our performance.

Raising an informal complaint / concern

Please contact us on one of the following methods to discuss your concern with any member of our staff:

By phone – 029 22331425

By email – please email management@lettingsangels.co.uk

In person – please call the office to arrange an appointment with a member

By post - please address your letter to the member of staff you have dealt with to our head office:

CACS Department
Sales and Lettings Angels
129 Woodville Road
Cathays
Cardiff
CF24 4DZ

All complaints and concerns will be investigated and you will be offered a timeframe for the concern to be investigated depending on the nature of the complaint. You will be communicated with in the same manner as you expressed the concern.

A member of staff will then contact you via the method your concern was raised. For example, if you have phoned us to raise a concern/informal complaint – we will call you back to discuss the outcome.

If you are not satisfied with the outcome of investigation to your concern / informal complaint, please do not think that you have come across a shut door, we have a more formal process to help you escalate the complaint (please see below).

Formal complaint

Step 1

Having already raised a concern/informal complaint, if you still feel the outcome of the investigation was not satisfactory please contact us and request a formal complaint application form.

We ask for the complaint to be in writing using our complaint form so that we have a clear understanding of your complaint should there have been a miscommunication when dealing with the informal complaint, if for example it had been made verbally.

On the day of receiving your written formal complaint application form, we will communicate with you via the method of communication used, be this email or via post, and advise that the form has been received.

A member of staff, different to that who dealt with the initial informal complaint will then investigate the complaint and respond to you **within 14 days**. During the investigation we ask for your cooperation if certain details need elaborating, to ensure that we can be as thorough as possible with our investigation.

Step 2

Once you have received the outcome to our formal investigation, if you remain unsatisfied you can escalate the formal complaint to our certified complaints handler.

To escalate the complaint please write or email us with the your reason for not being satisfied with the outcome of the previous investigation.

Again we will contact you to advise that we have received your email/letter and will re-investigate the complaint and report to you with our findings **within 14 days**.

Step 3

If you remain unsatisfied following on from Steps 1 and 2, please advise in writing the reasons why you feel unsatisfied and the Managing Director will respond to your formal complaint **within 21 days**.

Step 4

External Complaint

If we have failed to satisfy your complaint via our formal complaints procedure, you can contact an independent redress scheme who will investigate your complaint.

The details of our appointed redress are:

The Property Ombudsman
Milford House, 43-55 Milford St, Salisbury SP1 2BP