

# **Swansea Property Agents Complaints Procedure and Policy**

## **Introduction**

Swansea Property Agents are committed to helping your experience with us be a positive one and to achieve that, aim to provide a high standard of customer service. In the unfortunate event of concerns raised; we are equally committed to dealing effectively with any complaints you may have about our service.

We review all comments regularly and use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided.

## **How to contact Swansea Property Agents**

We want it to be simple and convenient for you to contact us, whether that be to bring a concern to our attention, raise a complaint, make a comment or pay us a compliment

To contact us:

**Call:** 01792 652151

**Email:** [info@swanseapropertyagents.co.uk](mailto:info@swanseapropertyagents.co.uk)

**Write to:** 35 Mansel Street, Swansea, SA1 5SN

## **What can you expect from us when you make a complaint?**

If we receive a complaint from you, we will do all that we can to help you and we will try to find a solution to any problems you have brought to our attention. We will ensure that:

**Your complaint is acknowledged within 3 working days of the date that it is received**

**We will aim to resolve the complaint within 15 working days - if your complaint is more complex we may need more time.**

**We will let you know within the 15 working day period if we think it may take longer to investigate your complaint and tell you how long we expect it to take, providing regular updates.**

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality.

If you are asking us for a service for the first time e.g. reporting of maintenance, you should give us an opportunity to resolve. For any maintenance report, you will be kept informed and updated in a timely manner. If you are not happy with our response and you let us know, we will then treat it as a complaint.

The person who is investigating your concerns will firstly aim to establish the facts. In some instances we may ask to meet you to discuss your concerns.

We understand that when things go wrong it can cause distress and that this will be frustrating, for both yourself and us. We are committed to resolving any issue that is brought to our attention in an amicable, polite and respectful manner. We kindly ask for the same courtesy to be afforded to our staff. We acknowledge raising any complaint is done so as a result of disappointment of some kind; all we ask is that our staff are addressed and treated with respect and courtesy as they try and help you.

### **Outcome**

Following our investigation, we will let you know our findings and we will use your preferred form of communication, such as letter or e-mail, when we contact you. We will explain how and why we came to our conclusions.

If we find that there are shortcomings, we will tell you this, explain what happened and offer an apology. If we find there is a fault in our systems or the way we do things, we will tell you what it is; devising and implementing changes accordingly.

### **Putting things right**

If there is a simple solution to your problem, we may ask you to accept this solution. For example, where you asked for a service and we see immediately that this wasn't provided to you, for whatever reason – we will explain the situation and we will offer to provide the service rather than continue to investigate

### **The Redress Scheme**

We are a member of the Property Ombudsman Service (TPOS). You can contact the Redress Scheme at any time. However, please note that they are unable to deal with a complaint until our complaints process has been completed

## **Complaint Management Process**

The process for resolving matters which have not been addressed to your satisfaction within agreed timescales or expectations is set out below:

### **Stage 1 - Making your complaint**

Please set out the details of your complaint in writing (either by letter or email) by contacting Ms Hayley Williams, Office Manager:

**Email:** [info@swanseapropertyagents.co.uk](mailto:info@swanseapropertyagents.co.uk)

**Address:** 35, Mansel Street, Swansea, SA1 5SN

**Telephone number:** 01792 652151

Include as much detail as possible, including dates, names of any members of staff you have dealt with and where you are able to enclosing/attaching any supporting evidence.

### **Stage 2 - Our acknowledgement**

Your complaint will be acknowledged and you will receive a response within 3 working days of us receiving your complaint.

### **Stage 3 - Our investigation**

Your complaint will be investigated and Ms Hayley Williams, Office Manager will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate **Timescale:** Within 15 working days of receiving your complaint

#### **Stage 4 - Final Viewpoint**

If you remain dissatisfied, you should contact us again and we will conduct a separate review to be undertaken by Mr Andy Mildenhall; Director. This will outline our final viewpoint on the matter. **Timescale:** Within 15 working days of receiving your request for a further review

#### **Stage 5 - Redress**

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from the Property Ombudsman of which we are a member, without charge. (Details can be found below):

**Timescale:** You must refer your complaint to the Property Ombudsman within 12 months of receiving our final viewpoint letter.



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