

## **Sarah Kenny Residential Lettings: Internal Complaints Handling Procedures**

Here at Sarah Kenny Residential Lettings, we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint you will need to follow our Complaints Handling Procedure (CHP) details of which can be found below:

### **Membership details**

Sarah Kenny Residential Lettings is a Member of the Property Ombudsman Scheme (Membership Number: D03616) and ARLA licensed member.

By belonging to these organisations, we are required to follow strict professional standards.

### **Stage One-Associate Director**

If you believe you have a complaint, please write in the first instance to the Associate Director at the address as below:

Rebecca McKelvey, Sarah Kenny Residential Lettings, 30 Regent Street, Clifton Bristol BS8 4HU

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within five working days of receipt of your complaint.

### **Stage Two-Director**

Should you feel we have not satisfactorily dealt with the matter, you may address your complaint to our Director, this must be done within 28 days of the letter from the Associate Director. Your correspondence will be acknowledged within five working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

Peter Allen, Sarah Kenny Residential Lettings, 30 Regent Street, Clifton Bristol BS8 4HU

### **Stage Three-The Property Ombudsman Scheme**

Upon receipt of our final viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for the Property Ombudsman Scheme are as follows:  
Telephone 01722333306 email [admin@tpos.co.uk](mailto:admin@tpos.co.uk) [www.tpos.co.uk](http://www.tpos.co.uk) or by post:  
TPOS Complaints Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP  
The ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

The consumer has 12 months from our final viewpoint to refer the matter onto the Ombudsman.