



When things need sorting out...

Customer complaints procedure
Lettings

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy to use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

We can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:-

**Lettings Complaints Department
Peter Alan Limited
Customer Services
1st Floor
907 Walsall Road
Great Barr,
Birmingham
West Midlands
B42 1TN**

If you prefer you may telephone on 0121 357 3143 or visit your nearest Peter Alan branch. Alternatively you may forward full details of your dissatisfaction by email to lettingsadministration@peteralan.co.uk

> your concerns will be considered by a manager within the residential lettings team, who will investigate the matter

> we will send you written acknowledgement within three working days

> you will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised

> where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint

> if further time is required to investigate your concerns, then you will receive a written explanation for any delay

> if we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file

> should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

Still unhappy?

> after receiving our response, if you feel your complaint has not been fully addressed please let us know

> your letter will be acknowledged within three working days of receipt

> your concerns will be considered by a different member of the residential lettings team who has not been involved in the initial determination

> a final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review. If we are unable to respond within fifteen working days we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

What happens next?

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party for Alternative Dispute Resolution (ADR). In the event that our internal complaints handling procedure has been exhausted, you should note that the appropriate ADR entity is The Property Ombudsman.

Therefore in our final letter to you we will provide you with details of The Property Ombudsman who you can approach for third party ADR.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury,
Wiltshire
SP1 2BP T

01722 333 306
www.tpos.co.uk

Insurance complaints

If you have any concerns relating to insurance, these will be dealt with separately to ensure we comply with the relevant regulatory rules. You will be sent a separate written acknowledgement of any insurance-related matters within five working days. You can tell us about any insurance issues in writing to:

Customer Relations Department
Cumbria House
16-20 Hockliffe Street
Leighton Buzzard
Bedfordshire
LU7 1GN

If you prefer you may telephone on 01525 244 504 or visit your local branch. Alternatively, you may forward details of your dissatisfaction by email to CustomerRelations@peteralan.co.uk.

Your complaint will be fully investigated by a member of the Customer Relations Department Mortgage Services team.

Regulations allow us up to eight weeks in which to issue a final response, but we will aim to respond to you much sooner than this. If we are unable to respond fully within four weeks of receiving your complaint, we will update you and explain the reason for this. If you are unhappy with our final response, you have the option of referring the matter to the Financial Ombudsman Service (FOS). The contact details for the FOS are as follows:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

T: 0800 0234 567 (calls to this number are free on mobile phones and landlines)
0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers)

E: complaint.info@financial-ombudsman.org.uk
W: <http://www.financialombudsman.org.uk/contact/index.html>

Please note

If you wish to refer your complaint to the Financial Ombudsman Service you will need to do so within 6 months of the date of our final response, and you will need to have followed our complaints procedure (as outlined here) before you are eligible to do that.

For your peace of mind we are members of:





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