

Philip Ling Estates

Estate & Letting Agent **Castellnewydd Emlyn**

Philip Ling Estates External Complaints Policy

Philip Ling Estates views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Philip Ling Estates knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Philip Ling Estates.

Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in Philip Ling Estates.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use Philip Ling Estates Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Xavier Ling.

Review

This policy is reviewed regularly and updated as required.

Adopted on :... 01-01-2014.....

Last reviewed:...01-01-2024.....

Complaints Procedure of Philip Ling Estates

Publicised Contact Details for Complaints:

Written complaints may be sent to Philip Ling Estates at Sycamore Street, Newcastle Emlyn, Carmarthenshire, SA38 9AP, or by email at Philip@philiplingestates.co.uk.

Verbal complaints may be made by phone to 01239 710543, or in person to any of Philip Ling Estates' staff at the above address.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Xavier Ling within 14 working days.

On receiving the complaint, Xavier Ling records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 14 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complaints should receive a definitive reply within 15 working days. If this is not possible because for example, an investigation has not been fully completed a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed. At this stage, the complaint will be passed to Philip Ling.

The request for a review should be acknowledged within 14 working days. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

Philip Ling may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless it should be decided it is appropriate to seek external assistance with resolution.

The Property Ombudsman

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Variation of the Complaints Procedure

It may be necessary to vary the complaints procedure to avoid any conflicts of interest.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.