

Complaints Handling Procedure

Company procedure | Owner: Patricia Goodwin, Complaints Officer

We aim to provide a professional, fair and responsive service to every landlord, tenant and applicant. When something goes wrong we want to put it right quickly. This procedure explains how to complain and how we will respond.

1. Our commitment

We take all complaints seriously, handle them fairly and confidentially, and use them to improve. As a lettings business we are a member of an approved redress scheme - the Property Redress Scheme (membership number PRSo60515) - and follow its code of practice.

2. How to make a complaint

Please raise your complaint in writing so we have a clear record, by email to info@countycoastlettings.co.uk or by post to our registered office, marked "Complaint". Tell us your name, the property, what went wrong and what you would like us to do.

3. Stage 1 - review by the handling team

- We will acknowledge your complaint in writing within 3 working days of receipt;
- we will investigate fully and send a written response within 15 working days; and
- if we need more time we will tell you why and give a revised date.

4. Stage 2 - review by a Director

If you are not satisfied with our Stage 1 response, you may ask for a review by a Director not previously involved. We will acknowledge within 3 working days and send our final written response (our "deadlock" position) within 15 working days.

5. Referral to the redress scheme

If you remain dissatisfied after our final response, or if 8 weeks have passed since you first complained, you may refer the matter to our redress scheme free of charge:

- Property Redress Scheme, Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD6 1JH; telephone 0333 321 9418; email info@propertyredress.co.uk. Our membership number is PRSo60515.

The scheme is independent and will consider complaints referred within the time limits set out in its rules.

6. Timescales at a glance

Stage | We acknowledge | We respond in full

Stage 1 - handling team | 3 working days | 15 working days

Stage 2 - Director review | 3 working days | 15 working days

Redress scheme | After final response or 8 weeks | Per scheme rules

7. Records & learning

We keep a central record of complaints and outcomes for at least [3 years], review trends regularly and act on lessons learned. Complaints data is handled in line with our Data Protection & GDPR Policy.