



# WHEN THINGS NEED SORTING OUT...

## RESIDENTIAL LETTINGS, CUSTOMER COMPLAINTS PROCEDURE

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.

## LETTINGS COMPLAINTS

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:

Connells Residential Lettings  
Customer Services Centre  
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 Connells branch. Alternatively you may forward full details of your dissatisfaction by email to: [lettingsadministration@connells.co.uk](mailto:lettingsadministration@connells.co.uk)

- Your concern 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.

# RESIDENTIAL LETTINGS, CUSTOMER COMPLAINTS PROCEDURE

Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly. Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

## WHAT HAPPENS NEXT?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Ombudsman. Their details are as follows:

### The Property Ombudsman

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire. SP1 2BP  
Telephone: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: <http://www.tpos.co.uk>

## PLEASE NOTE:

You should refer the matter forward as soon as possible after receiving our final response, but always within twelve months of the date of our 'deadlock' letter. You will need to complete our internal complaints procedure, before you raise your concerns with the Ombudsman.

## 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@connells.co.uk](mailto:CustomerRelations@connells.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)

W: <http://www.financial-ombudsman.org.uk/contact/>

## 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



Connells Residential is registered in England and Wales under company number 1489613, Registered Office is Cumbria House, 16-20 Hockliffe Street, Leighton Buzzard, Bedfordshire, LU7 1GN. VAT Registration Number is 500 2481 05.

For activities relating to regulated mortgages and non-investment insurance contracts Ashley Adams, Atkinson Stilgoe, Burchell Edwards, Hall & Benson and Paul Dubberley are trading names of Connells Residential. Connells Residential is an appointed representative of Connells Limited which is authorised and regulated by the Financial Conduct Authority. Connells Limited's Financial Services Register number is 302221. MS/CONN/5754/12.21