



## **COMPLAINTS PROCEDURE**

At RNV Properties we make every effort to offer the best possible service so hope that you don't have any reason to complain. However, if there is something you're not happy with, we'd like to hear from you right away so we can try to put matters right quickly and efficiently.

### **How to report a complaint:**

#### **Stage One – Dedicated Contacts**

At RNV Properties we pride ourselves on our customer experience, however we do understand that from time-to-time things do not always go to plan. In these instances, we would always encourage you to speak with your Dedicated Contacts in the first instance to resolve any concerns. Our team are well trained and are on hand to support you with any situation.

#### **Stage Two – Team Leader**

If your Dedicated Contacts have been unable to resolve your complaint, we would ask that you inform us of any issues formally in writing, using one of the following channels –

- 1) Email:** Send us an email - [info@rnvproperties.co.uk](mailto:info@rnvproperties.co.uk)
- 2) Post:** Customer Care Department

We ask that all complaints are put in writing as soon as possible to allow us to investigate fully. All such complaints will be investigated fully before we respond. Our intention is to resolve your concerns within **48 hours**. Sometimes it may take longer to investigate fully, and if this happens, we will let you know within **5 working days**. The latest that you will receive a response is within **14 working days**.



### **Stage Three – Senior Manager**

If you remain dissatisfied following receipt of our Stage Two response from the relevant Team Leader, you may address your concerns to the Senior Manager in writing within **one month** of receipt. Your complaint will be acknowledged within **3 working days** of receipt and you will be provided with a final written response from the Senior Manager within **14 working days**.

### **Stage Four– 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 (TPO) or The Property Redress Scheme (PRS)**

#### **(SALES COMPLAINTS)**

**The Property Ombudsman Ltd**

**Milford House**

**43-45 Milford Street**

**Salisbury**

**Wiltshire**

**SP1 2BP**

**01722 333 306**

**[www.tpos.co.uk](http://www.tpos.co.uk)**

**[admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

#### **(LETTINGS COMPLAINTS)**

**The Property Redress Scheme**

**Premiere House**

**1<sup>st</sup> Floor**

**Elstree Way**

**Borehamwood**

**WD6 1JH**

**0333 321 9418**

**[www.theprs.co.uk](http://www.theprs.co.uk)**

**[info@theprs.co.uk](mailto:info@theprs.co.uk)**

Your complaint will not be considered by the **Property Ombudsman Service (TPO) or The Property Redress Scheme (PRS)** unless we have exhausted our internal complaints procedure.



**Please note the following:**

You will need to submit your complaint to **The Property Ombudsman (TPO)** or **The Property Redress Scheme (PRS)** within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

**The Property Ombudsman (TPO) and The Property Redress Scheme (PRS)** requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

