

# **LETTING INTERNATIONAL POLICY AND PROCEDURES**

## **COMPLAINTS POLICY**

Letting International is always interested in the views its customers, clients, tenants and members of the public about our services and how we develop and manage them. We shall listen carefully to any views that are put forward and if problems are identified we shall take remedial action. You have the right to complain and we can learn valuable lessons from what you tell us. Making a complaint won't affect your right to receive a high quality service.

### **What is a complaint?**

A complaint for the purposes of this policy is one that relates to:

Any expression of dissatisfaction with the service provided by a Letting International staff member or person or body acting on behalf of Letting International, and can be verbal or written.

Complaints can be made in a number of ways:

- By email            [altaf@lintgroup.com](mailto:altaf@lintgroup.com)
- By phone            020 8554 9999 ext 230
- In writing            Complaints Manager  
                              Wycliffe House 245-247 Cranbrook Road  
                              Ilford Essex IG1 4TD
- By filling in a complaint form which can be:
  - collected from our Reception desk
  - requested over the phone
  - downloaded from our website

You may wish to try to resolve the matter immediately by telephone. Please contact the person you have been dealing with at Letting International. They will try and sort out your enquiry promptly, and do their best to put things right.

If you have a comment or complaint about our telephone/reception service because you feel that a member of staff has been unhelpful or discourteous, you can ask to speak to the Office Manager. The Office Manager will listen to what you have to say and take any appropriate action, as necessary.

### **Letting International's Service Commitment**

We are committed to providing high standards of service to everyone we deal with. Complaints as well as feedback and suggestions for improvement are welcomed as they help us to review our service performance and identify where it can be improved.

We aim to provide a complaints service that is:

- easy to use
- keeps you informed about the progress of your complaint
- lets you know the outcome of your complaint and the reasons for it
- deals with complaints as quickly and effectively as possible
- helps us learn from complaints to improve our practice

We will monitor and analyse complaints as part of our review of service performance and will regularly review the effectiveness of our complaints procedure to ensure that it remains relevant, credible and robust in its operation.

We also need to listen when people say things are going well or make suggestions about the way we deliver services. Monitoring this information will highlight any problem areas as well as showing areas of good practice.

Persistent and/or vexatious complaint are becoming an increasing problem and difficulties in handling such complaints can place strain on time and resources and can be stressful for staff who have to deal with these complex and challenging issues. In order to counter this, Letting International has introduced a policy that deals with persistent or vexatious complaints.

## Complaints Process

The process is broken down in to a number of stages as follows:

### Stage 1 – Informal

In the first instance, complaints about Letting International services should be dealt with by the member of staff who had been dealing with you. Most complaints can be resolved at this early stage. Complaints can be received via telephone, fax, post, or e-mail or through the use of our on-line complaints form on the Letting International website.

Our policy is that we aim to acknowledge complaints within **7 working days** and we will aim to resolve the complaint within **10 working days** from the date of receiving a Stage 1 complaint.

If you remain dissatisfied at the end of the first stage, you can write to the contact person given in the letter you receive. You will have 10 working days in which to do this, outlining why you are dissatisfied and what outcome you would like to have.

### Stage 2 – Formal

If it is not appropriate to contact the staff member direct as referred to in stage 1, or if you are not satisfied with the stage 1 response, you should write or speak to the Head of the Department in concern at the address below, who will investigate the complaint. As with the first stage, you will be kept informed of the progress of your complaint.

Letting International aims to complete this second stage within **10 working days** of receipt of your dissatisfaction with Stage 1.

Complainants, who remain dissatisfied at the end of the second stage, can write to the contact person given in the letter they receive or to the Managing Director. Complainants will have **10 working days** in which to do this, outlining why they are dissatisfied and what outcome they would like to have.

### Performance Targets

We aim to acknowledge complaints within **7 working days**. We will provide a full response within 20 working days of receipt unless further investigation is required, in which case we will advise you of the reasons for a delay and provide an alternative timescale for a full response.

### Stage 3 – Managing Director Review

If you are still dissatisfied with the response, you can have your complaint referred to the Managing Director of Letting International by writing to the address below:

Letting International Ltd  
Wycliffe House  
245- 247 Cranbrook Road  
Ilford Essex  
IG1 4TD