

Dealing with Complaints

Falcon Lettings are members of Propertymark (the Association of Residential Lettings Agents ARLA).

We are registered with The Property Ombudsman (TPO) which runs an independent scheme that handles customer complaints.

Membership of these schemes serves to help re-assure our customers that we aim to provide a high level of service and that we comply with not only the legislation that governs our business, but that we also comply with the additional terms and conditions that membership of ARLA and TPO imply.

Occasionally, there are times when things go wrong. All our staff are human! Sometimes things 'just happen', tenants and landlords don't do what they should or have promised and sometimes we make honest mistakes. We aim to deal with all complaints fairly and even handedly.

Issues with the return of deposits are normally dealt with by The Deposit Protection Service and they have a set methodology with dealing with issues such as damage or rent arrears. We use their methodology when dealing with problems such as agreeing the level of compensation for dilapidations that are not considered to be fair wear and tear.

Most problems are resolved informally but some issues can only be resolved by a more formal process.

To help us in the day to day running of the business all our emails are retained, and all our telephone calls are recorded.

We encourage everyone with a problem to speak to us. When that does not resolve the issue we have a formal complaints procedure.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

falconlettings.com 01752 600828 or sales@falconlettings.com

8 Mannamead Road Mutley Plymouth PL4 7AA
Falcon Property is the trading name of David P R Vernon and John Coulton VAT No 52698021



Complaints Procedure

Stage One – Your Complaint

If you have a complaint, please write or email in the first instance to John Coulton who is the managing director of Falcon Lettings.

John can be emailed at john@falconproperty.com

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence

Stage Two - Our Acknowledgement

We aim to acknowledge every complaint within one working day but sometimes it can take a little longer but ideally not more than three working days.

Stage Three – Our investigation

Your complaint will then be investigated and a response should be sent to you within fifteen working days. If we are unable to complete the investigation within that time we will advise you.

Stage Four – Our Final Investigation

If you remain unhappy, your subsequent complaint will be reviewed and we will provide a written response outlining our final position and proposing resolutions where appropriate.

A response should be sent to you within fifteen working days. If we are unable to complete the investigation within that time we will advise you.

Stage Five – The Property Ombudsman

At the point where you feel that your complaint has not been resolved you are at liberty to have the matter referred to The Property Ombudsman.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review

You can also have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within eight weeks from the date we receive your written notification.

The Property Ombudsman

Unit 159756
PO Box 7169
Poole
BH15 9EL
01722 333306

www.tpos.co.uk

admin@tpos.co.uk

Propertymark

Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG
01926 496800

www.propertymark.co.uk

help@propertymark.co.uk

Deposit Protection Service

The Pavilions
Bridgwater Road
Bristol
BS13 8AE
0330 3030030

www.depositprotection.com

contactus@depositprotection.com