



COUNTY & COAST LETTINGS

LETTINGS · SUFFOLK — COUNTY & COAST

COMPANY PROCEDURE

COMPLAINTS HANDLING PROCEDURE

Version v0.2 (Draft for review) · Effective [date] · Owner Director responsible — Patricia Goodwin · Next review Annually · Public

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. v0.2 — *contact email and registered office updated.*

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 Ombudsman / Property Redress Scheme] — 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 (Bury Lodge, Bury Road, Stowmarket, Suffolk IP14 1JA), 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:

- [The Property Ombudsman — Milford House, 43–55 Milford Street, Salisbury SP1 2BP; tpos.co.uk]
- [or the Property Redress Scheme — theprs.co.uk]

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.

Note. Confirm which redress scheme you join before publishing the named scheme — scheme membership is a legal requirement for letting agents and the named scheme and contact details must be accurate.