

Guide to Complaints Procedure

OUR COMMITMENT

Chase Evans Residential is committed to providing efficient and effective service to our clients, and a duty of care to our tenants. Our aim is to provide services of high quality on basis that is fair to all. However, in any organisation, occasionally things can go wrong. When this happens, we need to know if you are not happy with the service you have received in order to try to put things right, and ensure, that this doesn't happen in the future. We take all complaints seriously, and see all complaints as an opportunity to improve our services.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction, however made, about standards of service, actions, or lack of action by the Agent or its employees, affecting a customer or a group of customers.

If you think the Agent has:

- Done something badly or in the wrong way
- Done something we should not have done
- Failed to do something we should have done
- Treated you unfairly or discourteously
- Discriminated against you
- Acted in a way that is contrary to our policies or procedures.

Then, you are entitled to let us know in the form of a complaint using this content as a guide.

WHAT IS NOT A COMPLAINT?

Most of the contact we have with you are enquiries or comments. This complaints procedure does not, therefore, cover:

- Requests for services
- Requests for information
- Appeals against Agents decisions, which have been made in line with the Agents policies and processes
- Investigating matters of employee discipline
- Complaints to the Agents insurers. For example, where the complainant seeks payment of compensation for personal injury or loss of or damage to a property.

HOW CAN I MAKE A COMPLAINT

INFORMAL COMPLAINT

You can make your informal complaint in the following ways:

- By calling our Property Management team on 020 3869 2191
- In writing to Chase Evans – Head Office, Strata Tower, 10 & 12 Walworth Road, London, SE1 6EE
- By e-mail to customerservices@chaseevans.co.uk

Within the first instance, complaints should be made to the member of staff involved or his / her Branch Department Manager.

To make sure your complaint is dealt with promptly, please try to include as many details as possible including dates, times, and the nature of the complaint. Please ensure you keep details of who you made the complaint to, again, include dates and times if possible.

FORMAL COMPLAINT

Initially, complaints should be made to the member of staff involved or his / her Branch Department Manager. If your concerns are not resolved at this stage you should write to:

Customer Services Manager

Chase Evans – Head Office
Strata Tower
10 & 12 Walworth Road
London, SE1 6EE

or email customerservices@chaseevans.co.uk

Your complaint will be acknowledged within 3 working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 15 working days.

If you remain dissatisfied, you should write to:

The Directors

Chase Evans – Head Office
Strata Tower
10 & 12 Walworth Road
London, SE1 6EE

or email customerservices@chaseevans.co.uk

Once again, your complaint will be acknowledged within 3 working days of receipt, and the formal written outcome of the investigation will be sent to you within 15 working days.

Please include all the information from your original complaint, including any reference numbers, dates and names.

Directors will carry out a further investigation and will give a written outcome containing Chase Evans' final view on the matter. They will also confirm that you are entitled, if dissatisfied, to refer the matter to the Property Ombudsman Scheme (TPOS) within twelve months for a review.

THE PROPERTY OMBUDSMAN

If you are still dissatisfied with the outcome from Directors, you may contact the Property Ombudsman Scheme (TPOS), and request that an independent investigation be carried out.

The Property Ombudsman Scheme is a government approved independent scheme.

Please bear in mind that The Property Ombudsman Scheme will only review complaints that have completed the Chase Evans' complaints procedure and will only review complaints made by an existing, potential or former landlord or tenant. For unresolved business to business complaints, there are provisions for matters to be referred to mediation or arbitration as appropriate.

The address for The Property Ombudsman Scheme (TPOS) is:

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire, SP1 2BP
Telephone: 01722 333306
Email: admin@tpos.co.uk
Fax: 01722 332296
www.tpos.co.uk

OUR PROMISE

We are committed to providing a quality customer service and duty of care. Your complaint will be investigated and dealt with as quickly as possible. We aim to respond to all informal complaints within 3 working days, and all formal complaints within 15 working days.

The Agent reserves the right to extend the response time-scale when considered appropriate by the Director or Agent's Solicitor. The Agent also retains discretion to vary the complaints procedure when considered appropriate. We will treat all the information you give us in confidence. We will keep you informed, and do everything we can to help you, and will explain our decision to you. Your rights to the Agent services will not be affected in any way if a complaint is made.

