



COMPLAINTS POLICY AND PROCEDURE

Anthony James Property Services
2021



1. Our Aim

Anthony James Property Services Ltd (AJPS) is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, whether you are the Agent/Landlord or Tenant, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a compliment or complaint is as easy as possible
- We welcome compliments, feedback, and suggestions
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from our valued clients.

2. Definitions

- A compliment is an expression of satisfaction about the standard of service we provide.
- A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain”, or “complaint” is not used.

3. Purpose

We love to hear from people who are satisfied with the services we offer. We are proud of our team and do all we can to encourage and nurture our inventory clerks so all feedback will be gladly shared.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

It is the responsibility of AJPS to:

- Acknowledge the formal complaint in writing.
- Respond within a stated period.
- Deal reasonably and sensitively with the complaint.
- Act where appropriate.

It is the responsibility of the complainant's to:

- Bring their complaint to the attention of AJPS as soon as the problem arises.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow AJPS a reasonable time as set out by them to act.
- Recognise that some circumstances may be beyond the control of AJPS, and the complaint may need to be escalated further

6. Confidentiality:

Every attempt will be made to ensure that both the complainant and AJPS maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by AJPS at each stage of the procedure.

Stage 1 – Local resolution

In the first instance the complainant must tell us as soon as the problem arises. AJPS must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved and in many instances our office team should be able to assist and resolve without delay.

Ways in which a complaint can raise a concern at this stage:

- By Telephone: 020 3283 8609
- Direct with the inventory clerk on site who will then raise with our office
- By email: info@ajps.co.uk

The information AJPS will require to act appropriately:

- The property address and job type
- The date on which the complaint occurred
- Names of those involved
- A clear description of the complaint
- Details of what you would like us to do to put it right
- Any further comments that you wish to bring to our attention

Stage 1 response times

- AJPS will endeavour to act as swiftly as possible.
- We will acknowledge each complaint within 48hrs of receipt
- Upon acknowledgement, we will then investigate the complaint and provide a response within 5 days
- If we believe the investigation will take longer than 5 days, the complainant will be informed during that time with an explanation as to why.

If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed, and a senior member of staff will be more than happy to assist.

Stage 2 – Formal resolution with senior management

If the complaint cannot be resolved informally and the complainant is not satisfied with local resolution, then the matter can be escalated to a senior member of team, this is our Executive Manager and Training Coordinator Emily Joyce.

Stage 2 procedure and response time:

- Please email your complaint to: Emily@ajps.co.uk and state clearly why the matter was unable to be resolved during stage 1.
- Acknowledgement will be sent within 3 days
- Emily will then investigate the complaint and may liaise with the Company Director Anthony Wren or another senior manager on any matter deemed necessary.
- In Emily's absence Anthony or another senior member will handle the complaint and will inform the complainant accordingly.
- This process will take up to 7 days

Stage 3 – Referral to the AIIC

If you are not satisfied with the outcome of the investigation into your complaint at local or formal senior level, then you may refer your complaint to the Association of Independent Inventory Clerks of which AJPS is an executive member. The AIIC will consider whether AJPS have broken any of the commitments and obligations set out by their code of practice that they work from. AJPS will provide you with the AIIC complaints procedure in the unlikely event they are needed.