In-House Complaints Procedure

ST Properties is committed to providing high-quality services in lettings and property management. However, we understand that occasionally things can go wrong. If you have a complaint, we aim to address it promptly, fairly, and transparently. This policy outlines our procedure for handling complaints and your rights to escalate the matter to The Property Ombudsman if necessary.

Stage One:
If you are dissatisfied with any aspect of our service, and would like to make a complaint, please contact us on 01782 898 502.
We will be more than happy to chat with you to try and resolve the situation.

Stage Two:
If you feel your complaint has not been resolved over the telephone, please put it in writing, including as much detail as possible.

Please send your written complaint to:
ST Properties, 63 James Street, Stoke-on-Trent. ST4 5HR

Alternatively, you can email it to:
info@st-properties.co.uk

Please include the following details in your complaint:

- Your full name and contact information.
- A clear description of the issue.
- Any relevant documents or evidence.
- How you would like us to resolve the matter.

Timeframes and What to Expect:

1. **Acknowledgment**: Upon receiving your complaint, we will acknowledge it in writing within 3 working days, enclosing a copy of this procedure.
2. **Investigation**: Your complaint will be investigated by our Complaints Manager, who may contact you for further information or clarification.
3. **Response**: We will provide a full written response within 15 working days of acknowledging your complaint. If we need more time, we will inform you of the delay and provide an updated timeframe.
4. **Request a Review**: If you are not satisfied with the written response, you should contact us again and we will arrange for a separate review to take place by a Company Director. We will write to you within 15 days of receiving your request for a review, confirming our final viewpoint on the matter.

5. **Resolution**: If we find your complaint justified, we will outline the steps we will take to resolve it and prevent similar issues in the future. If you remain dissatisfied, you have the right to escalate your complaint.

Escalating Your Complaint

If you are not satisfied with our final response, or if 8 weeks have passed since you first raised your complaint, you can refer the matter to The Property Ombudsman (TPO).
TPO is an independent body that resolves disputes between consumers and letting agents. For no charge, you can request an independent review from them.

Contact Details for The Property Ombudsman:

Address: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Phone: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Please note:

- You must refer your complaint to The Property Ombudsman within 12 months of receiving our final response.
- The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.

Keeping Records

We maintain detailed records of all complaints and their outcomes for a minimum of 6 years. These records help us monitor and improve our services.

Commitment to Improvement

We view complaints as an opportunity to learn and improve. Your feedback is invaluable in helping us enhance our services and address any shortcomings.

Contact Us

If you have any questions about this policy or the complaints process, please contact us at:

63 James Street

Stoke-on-Trent

Staffordshire

ST4 5HR

01782 898502

info@st-properties.co.uk

Last Reviewed 13.01.2025