

Comfort Letting Agents LLP: Internal Complaints Handling Procedures

Here at Comfort Estates we pride ourselves on the level of customer service that we provide. However, in the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (“CHP”), details of which can be found below. This will help us to resolve the issue as soon as possible and improve our service going forward. The process should take no longer than 8 weeks.

Membership details

Comfort Lettings is a member of The Property Ombudsman Scheme (TPOS).

By belonging to this organisation, we are required to follow strict professional standards.

Stage One – Portfolio Manager

We would request that you initially make your complaint in writing to the Portfolio Manager in charge of the property to which the issue arose. We will be able to confirm the name of the relevant Portfolio Manager upon request. Please include as much detail as possible including dates, names of any members of staff you dealt with and any supporting evidence.

Upon receipt of your complaint he/she will respond with acknowledgment of receipt within three working days of receiving your written complaint, enclosing a copy of this procedure.

Contact details:

[Portfolio Manager]

Comfort Estates

47 Derby Road

Nottingham

NG1 5AW

The Portfolio Manager will then investigate the complaint. A formal outcome will be sent to you within 15 working days of sending the acknowledgment letter. We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Team Manager

If you wish to progress your complaint beyond the Portfolio Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the relevant team’s Manager will acknowledge your correspondence within three working days. You will receive a full response within 15 working days.

Contact details:

Head of Property Management/ Accounts Manager/ Lettings Manager/ Sales Manager

Comfort Estates

47 Derby Road Nottingham

NG1 5AW

Stage Three – Branch Manager

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Branch Manager, this must be done within 28 days of the letter from the Team Manager. Your correspondence will be acknowledged within three working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

Contact details:

The Branch Manager

Comfort Estates

47 Derby Road Nottingham

NG1 5AW

Stage Four - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman. The contact details for The Property Ombudsman Scheme are as follows: Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post: TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure. You will need to submit your complaint within 12 months of receiving our final viewpoint letter, including evidence to support your case. The Property Ombudsman requires the internal procedure to be exhausted before being submitted for an independent review.

Information about Comfort Lettings

Comfort Estates is the trading name of Comfort Letting Agents LLP, a UK Limited Liability Partnership registered in the UK under Company Number OC365521 with registered address of 47 Derby Road, Nottingham, NG1 5AW. We may be contacted via our website, www.comfortlettings.co.uk, phone 0115 933 8997 and email info@comfortlettings.co.uk.