

## COMPLAINTS PROCEDURE

We hope that your tenancy will go smoothly, but we know that sometimes things can go wrong. If you feel that we need to put something right, please tell us by following the procedure set out below.

### Do I have to complain or can somebody else do it on my behalf?

You are complaining about something which has happened to you or to someone in your household, so it is better if you make the complaint yourself. If you don't feel confident in doing it yourself e.g. because English isn't your first language or because you are ill, you may ask someone else to do it for you. You must ensure that you give them written authority so that we know that they have the right to make the complaint.

### What can I complain about?

Examples of what may constitute a relevant complaint could be:

taken too long to do a repair

over-charged you for something

been rude or offensive to you

breached our agreement with you

### When should I complain?

As soon as possible after the event about which you wish to complain, but certainly within four weeks.

### How should I complain?

Please write a letter or email. It is helpful if you keep it brief. Collect together any evidence to support your complaint e.g. an invoice, photographs, etc. but don't send it to us at first. We will ask for this if we need it. In this event, please don't send the originals, only copies. Please tell us what you would like to happen as a result of your complaint.

### Who should I complain to?

Alisa Pimachina, Office Manager, [Alisa@ptl-lettings.co.uk](mailto:Alisa@ptl-lettings.co.uk) or 01733 555183.

### What will happen to my complaint?

#### Stage 1:

Once we have received your written complaint, whether a letter or email, we will acknowledge it within three working days.

#### Stage 2:

We will investigate it and consider any evidence if necessary.

You will get our written response within ten working days. If it is going to take longer e.g. because some of the people concerned are away, we will tell you how much extra time we need.

If we feel that your complaint is justified, in whole or in part, we will include a proposal for action we will take to resolve it. You should accept or reject our proposal within ten working days. If we haven't heard from within that time we will assume that you agree with our proposal and put it into action.

**Will the investigation be confidential?**

We can not guarantee your complaint will be confidential, but we will only make the details of your complaint known to people whom it concerns or in other situations where it is relevant.

**What should I do if I'm not happy with the outcome of my complaint?**

Our investigation and any proposals which come out of it will be in good faith. There is nothing more that we can do. If you are unhappy with the outcome you could consult your local Citizens Advice Bureau or Housing Advice Centre; ask a local solicitor for advice or contact the Property Ombudsman; or take your complaint to our trade or professional body PRS Redress Scheme or PropertyMark.

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