

When things need sorting out...

Customer complaints procedure



We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

We can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:-

RR Properties Limited
138-140 Cromwell Road
Knightsbridge
London
SW7 4HA

If you prefer you may telephone on 0207 373 0323 or visit our office. Alternatively you may forward full details of your dissatisfaction by email to:

complaints@rrproperties.co.uk

- your concern will be considered by a manager within the residential lettings team, who will investigate the matter
- we will send you written acknowledgement within three working days
- you will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint
- if further time is required to investigate your concerns, then you will receive a written explanation for any delay
- if we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file
- should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

Lettings



Still unhappy?

- After receiving our response, if you feel your complaint has not been fully addressed please let us know.
- Your letter will be acknowledged within three working days of receipt.
- Your concerns will be considered by a different member of the residential lettings team who has not been involved in the initial determination.

A final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review. If we are unable to respond within fifteen working days we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly. Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

- Your concerns will be considered by a manager within the residential lettings team, who will investigate the matter.
- You will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised.
- Where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint.
- If further time is required to investigate your concerns, then you will receive a written explanation for any delay.
- If we do not hear from you within a further 8 weeks from our response we will assume the matter has been closed and close our file.
- Should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

What happens next?

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party.

Therefore in our final letter to you we will let you know the details of the regulatory bodies who you can approach for further arbitration.

We are members of Property Ombudsman (TPO) CMP & DPS (Deposit Protection) Information Commissioners for Data Protection.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman Service

33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury SP1 2TJ
admin@tpos.co.uk
01722 333 306
www.tpos.co.uk

Please note:

You will need to complete our internal complaints procedure before you can refer your concerns to any regulatory body.



For your peace of mind we are members of



