

ROMANS LETTINGS CLIENT COMPLAINTS PROCEDURE

Even in well regulated companies there may be occasions when a complaint is received from a client. Romans Lettings take such issues very seriously and the charter below sets out the procedure in place to deal with any such complaint. This should be strictly adhered to.

STEP ONE

You are invited to make a formal complaint by emailing or sending a written summary of your complaint to our Customer Services department, as listed below. The matter will be logged, your complaint will be acknowledged within 3 days of being received and an internal investigation will be initiated.

welisten@romans.co.uk

Lettings Operations Team
Crowthorne House
Nine Mile Ride
Wokingham
Berks
RG40 3GZ

STEP TWO

Your complaint will be passed to the relevant Departmental Manager to be dealt with, upon receiving your complaint from Customer Services the Manager may contact you to discuss matters further. You will be advised of the outcome of the investigation, along with any action taken / to be taken, in writing, within 14 days of your email/letter being received.

STEP THREE

Should your complaint remain unresolved following the above steps then the matter may be referred to a Regional Director who will personally conduct a separate review of your complaint. You will receive confirmation that this has been actioned and a response will follow within 14 days.

STEP FOUR

Following step 3, should matters have not been resolved, you may request that the matter be referred to the Managing Director where a final viewpoint letter will be issued within 14 days, in order to facilitate the referral of the matter to the Association of Residential Lettings Agents (ARLA) or The Property Ombudsman. The above procedure must be completed (in full) before either body will investigate matters. Please note that any referral must be undertaken within six months of the complaint first being reported.

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

ARLA
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG