

when things need sorting out...



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.

Complaints

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: -

EPR Properties Ltd

140 Melton Road

Leicester

LE4 5EE

If you prefer you may telephone 0116 2246608 or visit your nearest Sequence branch. Alternatively, you may forward full details of your dissatisfaction by email to info@eprproperties.co.uk

- > your concerns will be considered by a manager within the team, who will investigate the matter.
- > we will send you written/email acknowledgement within three working days.
- > you will be told, in the written acknowledgement, who is to be responsible for investigating and 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/email of acknowledgement.

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 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.

Customer Internal Complaints Procedure Residential Lettings

what happens next?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore, in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Ombudsman. Their details are as follows

The Property Ombudsman

Unit 159756,
PO Box 7169,
Poole, BH15 9EL

T 01722 333 306

E admin@tpos.co.uk

W <http://www.tpos.co.uk>