



CUSTOMER COMPLAINTS POLICY

Griffiths Property Management Ltd seeks to conduct its business in line with professional standards and adopt best practice procedures at all times. Any form of complaint (including complaints made against third-party contractors) is therefore taken very seriously and seen as an opportunity to improve systems, learning processes and identify positive outcomes wherever possible. The company's complaints procedure is designed to deal with issues vigorously and in a timely fashion.

Level 1

In the first instance all issues should be raised with the responsible member of staff and/or the member of staff to whom the complaint directly relates. Griffiths Property Management Ltd staff members will always confirm receipt of any complaint within 7 days and aim to offer a resolution as quickly as possible in a professional manner with the minimal amount of fuss. The vast majority of issues can be brought to a satisfactory conclusion in this manner.

Level 2

If the complainant remains unsatisfied with the outcome, a formal complaint can be made in writing to the Lettings Director at Griffiths Property Management Ltd. The formal complaint should be identified as such and detail the specific nature of the complaint and contain all relevant information. A formal acknowledgement will be issued in writing within 7 days of receipt of the formal complaint. Under normal circumstance, a formal response will also be issued in writing post full internal investigation within 21 days of receipt of the formal complaint.

Note: for the avoidance of doubt, a written Formal Complaint, Formal Acknowledgement and Formal Response shall be seen to include email communication where any of these terms are used.

There may occasionally be circumstances that are out of our control which prevent us from adhering to this timeframe. These include:

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available;
- where we cannot respond in full without visiting the rental property and the tenant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

Level 3

If the written response from Griffiths Property Management Ltd does not conclude the matter to the reasonable satisfaction of the complainant, the complaint may be raised to Level 3 – External Adjudication.

Griffiths Property Management Ltd shall cooperate fully with all formally recognised and professionally conducted External Adjudication processes. Griffiths Property Management Ltd reserves the right to seek external professional assistance and representation where appropriate.

Other Complaints Procedures

Griffiths Property Management Ltd is a member of The Property Ombudsman and is licensed and regulated by Rent Smart Wales. If you remain dissatisfied with the first 3 stages of our complaints process you may invoke either of their complaints procedure if you wish to do so. Complainants can approach these or any other consumer protection body at any time but should comply with the company's internal complaints procedure in the first instance.

Industry Related Organisations:

Rent Smart Wales
The Property Ombudsman
Citizens Advice Bureau
Shelter

Griffiths Property Management Ltd - Complaints Procedure:

1. We have appointed the following person to deal with any complaints that you may have:
Mr Robert Griffiths (Managing Director)
Griffiths Property Management Ltd
10 Skylark Road
North Cornelly
Bridgend
CF33 4PD
2. Please put your complaint into writing and send it to the above address and named person. Please include as much detail as possible relating to the nature of your complaint including your full name, address and a contact number.
3. Once we have received your complaint in writing it will be investigated by the appointed person. You will be contacted within 21 days from the receipt of the complaint.



Registered Office: 10 Skylark Road, North Comelly, Bridgend, CF33 4PD.
Company Registered No: 07143724, Telephone: 07528 374 150.
Email: GriffithsPropertyManagement@Yahoo.co.uk

