



## **Complaint Procedure Policy - Neighbourhood Properties**

### **1. Introduction**

As a professional letting agency licensed under Rent Smart Wales and a member of the following regulatory and redress schemes:

Information Commissioner's Office (ICO)  
Property Redress Scheme (PRS)  
Deposit Protection Service (DPS)  
Client Money Protection Scheme (CMP)

We are committed to providing a high standard of service to all landlords, tenants, and applicants. However, we recognise that there may be occasions when our service falls short of expectations. This Complaints Procedure outlines how we handle complaints fairly, promptly, and transparently in accordance with our professional obligations.

### **2. Making a Complaint**

If you are dissatisfied with any aspect of our service, you can raise a complaint by:

Email: [hello@neighbourhood.properties](mailto:hello@neighbourhood.properties)  
Post: 3 Glebeland Street, Merthyr Tydfil, CF47 8AU  
Phone: 01685 375511 (Please note: for record-keeping purposes, verbal complaints must be followed up in writing.)

To help us investigate your complaint efficiently, please provide:

- Your full name and contact details
- Property address (if applicable)
- A clear description of the issue
- Any supporting documentation or evidence
- What outcome or resolution you are seeking

### **3. Internal Complaint Handling Procedure**

#### **1. Acknowledgement:**

We will acknowledge your complaint in writing within 3 working days of receipt.

#### **2. Investigation:**

A senior member of our team who is not directly involved in the matter will carry out a thorough investigation.

#### **3. Response:**

You will receive a formal written response within 14 working days of the complaint being acknowledged. If we require more time due to complexity, we will inform you and provide a revised timeframe.

#### **4. Resolution:**

We aim to resolve complaints amicably and professionally. If you are satisfied with our response, we will consider the matter closed.

#### **4. Escalation to Redress Scheme (PRS)**

If you are not satisfied with our final response, or if 8 weeks have passed since you first raised the complaint and it remains unresolved, you may refer the matter to our independent redress scheme:

Property Redress Scheme (PRS)

Website: [<https://www.theprs.co.uk>](<https://www.theprs.co.uk>)

Phone: 0333 321 9418

Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

Address: Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

#### **5. Data Protection Complaints**

If your complaint relates to data handling, subject access requests, or any breach of data protection, and you are unsatisfied with our handling, you may contact:

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Phone: 0303 123 1113

#### **6. Deposit Disputes**

If your complaint involves a tenancy deposit, please note that deposits are protected with the Deposit Protection Service (DPS). If a dispute arises regarding deductions, it can be escalated through the DPS Alternative Dispute Resolution (ADR) service.

DPS Contact:

Website: <https://www.depositprotection.com>

Phone: 0330 303 0030

#### **7. Client Money Protection**

We are a member of a government-approved Client Money Protection (CMP) scheme. If your complaint relates to client funds such as rent or deposits, and you suspect misappropriation, you may contact the CMP scheme directly.

#### **8. Record Keeping**

All complaints and associated correspondence will be recorded and stored securely for a minimum of six years, in compliance with Rent Smart Wales regulations and data protection laws.

#### **9. Policy Review**

This Complaint Procedure Policy is reviewed annually and updated as necessary to comply with changes in legislation and industry best practice.