



PLACE GROUP UK

COMPLAINTS HANDLING PROCEDURE

VERSION: 2010CHPP4S01

Updated 02 January 2019



If you are unhappy about our services please **first contact us informally** by telephone or email. We would like the opportunity to be able to try to resolve your problem **informally** at first. Many problems can be resolved in this way, with no further action needed.

If you wish to make a **formal complaint**, you will be asked to do so in writing using our **formal complaints handling procedure**. We may sometimes also elect to treat informal emails as a formal complaint if they contain matters we believe are serious enough. In such a case we will advise you of our decision to do this.

The formal complaints handling procedure is simple:

1. You can submit a written formal complaint (“**complaint**”) by post, or by email, however **you must advise us in advance by telephone that you will be making a complaint** so that if for whatever reason we do not receive it, we can alert you to this fact
2. We will acknowledge your complaint within 10 days of initial receipt
3. If we need any further information or documents from you in order to be able to consider your complaint fully we will request the information or documents within 20 days of initial receipt
4. We aim to formally respond (“**formal reply**”) to complaints within 30 days of initial receipt or within 30 days of receipt of further information or documents, whichever is the later
5. If we believe it is helpful, we will respond to any further issues you raise after receiving our formal reply, however we reserve the right at any time to notify you that our decision is final (“**final decision**”)
6. At final decision stage, if you are still unhappy, you may have a number of options open to you depending on the nature of your complaint, whether you are a student or a professional and which office your complaint relates to

If your complaint cannot be resolved internally, existing tenants and prospective tenants *may* be able to pursue their complaint with the help of their **University Accommodation Office or Housing Service** (if they are students and it is a university with whom we are registered) and/or with the help of the **UK Landlord Accreditation Partnership (UKLAP)**.

The **UKLAP** complaints procedure can be downloaded [here](#). We will advise you at final decision stage if these options are open to you and how to pursue them.

We are a member of PRS Ombudsman which is a government approved dispute resolution scheme:

This service is approved as an estate agent redress scheme, meets the requirements of the Consumers Estate Agents and Redress Act 2007 and is entirely independent. It provides a free service investigating complaints fairly by listening to both sides of the story and looking at the facts.

The website is w: www.theprs.co.uk

We are also a member of the separate Housing Ombudsman Service:

Whilst not available to prospective tenants, all **existing tenants** do benefit from the fact that we are **also** a member of the separate **Housing Ombudsman Service**.

If you are an **existing tenant** and you think we have provided a poor service or managed your home badly, the **Housing Ombudsman Service** *may* be able to help with your complaint if we are unable to.

The Housing Ombudsman Service is only able to look at complaints about registered housing providers, is government backed, free, independent and impartial. The Ombudsman's rulings are conclusive. He makes his decisions according to what is fair in all the circumstances of each case.

The **Housing Ombudsman Service** website is w: www.housing-ombudsman.org.uk

After advising us by telephone first, please send formal complaints to:

Place Group UK Unit 1 Sparkhouse Ropewalk Lincoln LN6 7DQ email legal@place-homes.co.uk Tel 01522 246 077 (Please note that our complaints procedure operates from Lincoln office).

Don't forget, we are happy to try to resolve complaints informally first, including by email. We can provide direct dial and direct email contact so that matters can be resolved quickly .

We will always provide honest advice about which method of external dispute resolution is most likely to resolve any complaint we cannot resolve internally.