

**Collins Residential Ltd.**  
**Complaints Handling Policy**

**Our complaints policy**

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

In the event that you do have a complaint that needs to be handled, please contact us in writing with the details. We will respond to your complaint within 15 working days.

**What will happen next?**

1. We will acknowledge receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will be handled by a member of our management team, who will review your file and speak to the member of staff who acted for you. If you have any evidence which may assist in this investigation, please include this information with your complaint.
3. Collins Residential Ltd. Managing director, or an alternative member of senior staff, will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 12 working days of sending you the acknowledgement letter. If a meeting is not convenient, this discussion can take place on the telephone.
4. Within three working days of the meeting, we will write to you to confirm what took place and any solutions he has agreed with you. This may be via post or email.
5. If you do not wish for either of the above to take place, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 12 working days of sending you the acknowledgement letter.
6. If you are not satisfied with our response, we will write to you within 10 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. This is known as a 'final viewpoint' or 'deadlock' letter.
7. If you are still not satisfied, you can then refer your complaint to our Alternative Dispute Resolution (ADR) entity – The Property Ombudsman (TPO) at:

**The Property Ombudsman**  
**55 Milford St**  
**Salisbury**  
**SP1 2BP**

You have 12 months from the date of our final viewpoint or 'deadlock' letter to refer your issues to TPO. You agree that we may disclose information regarding your file to the Ombudsman if you have registered a complaint and they ask for it. For further information on TPO, please visit [www.tpos.co.uk](http://www.tpos.co.uk) or call 01722 333306