



Complaints Handling Procedure for Tenants, Prospective Tenants, Landlords and Other Service Users

Skeffington Properties Limited

1. Our Commitment

Skeffington Properties Limited is committed to providing a professional, fair and efficient service.

We recognise that, from time to time, a service user may be dissatisfied with the service they have received. We welcome the opportunity to investigate concerns, put matters right where appropriate and use complaints to help improve our services.

Complaints will be considered fairly and objectively and in accordance with our complaints procedure.

2. Who Can Make a Complaint?

This procedure is available to all service users, including:

- Prospective tenants / prospective contract-holders
- Existing tenants / contract-holders
- Landlords
- Other people receiving a service from Skeffington Properties Limited

You do not need to be an existing tenant or landlord to raise a complaint about a service you have received from us.

3. Accessibility of This Procedure

A copy of this written complaints procedure is available:

At the Skeffington Properties office

On the Skeffington Properties website

Within contract-holder/tenant welcome information

Within landlord welcome information

On request from any prospective tenant, tenant, contract-holder, landlord or other service user

If you would like a copy of this procedure, please contact us.

4. How to Make a Complaint

If you are dissatisfied with any aspect of the service provided by Skeffington Properties Limited, please tell us what has happened and what you would like us to consider.

Complaints should preferably be made in writing so that we have a clear record of the matters you would like investigated.

You can make a complaint:

By email:

enquiries@skeffingtonproperties.co.uk

By post or in person:

Skeffington Properties Limited
Westcliffe Buildings
Wellington Road
Rhyl
Denbighshire
LL18 1LG

Telephone:

01745 342238

If you make us aware of a complaint in person or by telephone, we may ask you to confirm the details in writing where this is necessary to ensure that the complaint is accurately understood and investigated.

5. Information to Include

To help us investigate your complaint, please provide as much relevant information as possible, including:

Your name

Your preferred contact details

The address of the property concerned, if applicable

A clear description of what has happened

Relevant dates and events

Details of anyone you have already spoken to about the matter

Copies of relevant correspondence, photographs or other supporting information

What you would like us to consider as a possible resolution

Please do not worry if you do not have all of this information. We will consider the information available and may contact you if we need clarification or further evidence.

6. Stage 1 – Initial Investigation

When we receive your complaint:

We will acknowledge that your complaint has been received.

A member of staff will review and investigate the matters raised.

We may contact you for further information where required.

We will review relevant records, correspondence and other available evidence.

We will provide you with a written response setting out our findings and any proposed resolution.

A written Stage 1 response will **normally be provided within 15 working days**.

Where further investigation is required or circumstances prevent us from providing a full response within that period, we will keep you informed.

7. Stage 2 – Internal Review

If you remain dissatisfied after receiving our Stage 1 response, you may ask for the complaint to be reviewed.

Your request should explain, where possible:

Why you remain dissatisfied

Which parts of the Stage 1 response you disagree with

Any relevant information that you believe has not been considered

The complaint will then be reviewed by a senior member of staff.

Following the review, a **final written response will normally be issued within 15 working days**.

8. If You Remain Dissatisfied

If you remain dissatisfied after completing our internal complaints procedure, you may be able to refer your complaint to the relevant independent **property redress scheme**.

Details of the applicable redress scheme and how to contact it will be provided as part of our final response where appropriate.

The redress scheme is independent of Skeffington Properties Limited and may be able to consider complaints once our internal complaints procedure has been completed.

9. Repairs, Safety and Emergency Issues

A complaint is not a substitute for reporting an urgent repair or safety issue.

If your concern involves:

- Active water leaks
- Gas safety
- Electrical danger
- Fire safety
- Serious loss of heating or essential services
- Significant property damage

Any immediate risk to health or safety please report the problem to Skeffington Properties immediately using the normal repairs or emergency reporting process.

We will not delay necessary safety or repair action simply because a complaint is also being investigated.

10. How We Will Deal With Your Complaint

When considering your complaint, we will aim to:

Treat you fairly and respectfully

Consider the information and evidence available

Keep an appropriate written record

Distinguish between confirmed facts and allegations

Avoid making assumptions before the matter has been investigated

Explain our findings clearly

Identify any action that needs to be taken

Use complaints to identify opportunities to improve our service

Making a complaint will not, by itself, result in you receiving less favourable treatment.

11. Complaint Records

Skeffington Properties Limited maintains a complaints log.

Information recorded may include:

The date the complaint was received

The name of the complainant

The nature of the complaint

Actions taken during the investigation

The outcome

The date a response was provided

Complaint records are retained within company records to assist with service monitoring, identify recurring issues and demonstrate compliance with applicable requirements.

12. Review of This Procedure

Skeffington Properties Limited will review this procedure periodically to ensure that it remains appropriate and consistent with:

Rent Smart Wales licence conditions

The Code of Practice for Licensed Landlords and Agents

Relevant Welsh housing requirements

Applicable professional standards

Contact Us

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Rhyl

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Telephone: 01745 342238

Email: enquiries@skeffingtonproperties.co.uk

Website: www.skeffingtonproperties.co.uk

Office hours: Monday to Friday, 9:00am–5:00pm