

COMPLAINTS PROCEDURE

# IS OUR QUALITY OF SERVICE UP TO STANDARD?



# OUR COMMITMENT TO YOU

We aim to do our best to provide a good service, in a polite, efficient and fair way but we know that sometimes things go wrong.

When this happens we would like you to let us know, then we can try to put matters right. We take all complaints about our service very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint we have a step by step procedure for you to follow. Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

## WHEN TO COMPLAIN

- If you are dissatisfied with any aspect of our service
- If we have failed to follow our own policies or procedures
- If we have failed to carry out a repair within a reasonable timeframe
- If we have not returned your calls or replied to your correspondence
- If you believe we have discriminated against you
- If you have had a problem with one of our employees



# FOLLOW OUR 3 STAGE PROCEDURE

## THE COMPLAINTS PROCEDURE

The most effective way of resolving a problem is to give the employee involved the opportunity to discuss your dissatisfaction with you informally. Before you decide whether to make a formal complaint we therefore ask you to try to resolve the matter with the person concerned by contacting your Lettings Manager.

### STAGE 1

If your problem is about your Lettings Manager and you are unable to discuss the matter with him/her or if you are unhappy with the way the matter was dealt with you should put your complaint in writing and send it to:

#### **Commercial Manager**

**Insero Lettings**

**9-13 Swiss Terrace**

**Swiss Cottage**

**London**

**NW6 4RR**

**Email: [info@insero-lettings.co.uk](mailto:info@insero-lettings.co.uk)**

We will acknowledge receipt of your letter, email or fax within 3 working days. There will be a full investigation and you will receive a written reply within 10 working days. All complaints are tracked to ensure that we adhere to this procedure.

Complaints are often complex and if you are not entirely happy with our response you should follow Stage 2 of the procedure.

### STAGE 2

If you feel you have not received a reasonable response to your complaint under Stage 1, you can write for the attention of the Head of Commercial within 21 working days of the receipt of the response to Stage 1. The Head of Commercial or a nominee in consultation with the The Head of Commercial will conduct a separate review of your complaint and respond to you in writing within 21 working days to inform you of the decision. Your complaint and the way it has been handled will be considered.

Please address your letter to:

**Head of Commercial**

**Insero Lettings**

**9-13 Swiss Terrace**

**Swiss Cottage**

**London NW6 4RR**

**Email: [info@insero-lettings.co.uk](mailto:info@insero-lettings.co.uk)**

## STAGE 3

If you are still dissatisfied you may find that mediation is appropriate. Mediation is where an impartial, independent mediator facilitates communication between us to look at ways of resolving difficulties. Mediation is voluntary and confidential and must be entered into willingly by all parties. It is quicker and more cost effective than other independent dispute resolution routes. The object is to resolve any issues by way of a voluntary acceptance that any agreement reached shall be complied with by all sides.

Insero Lettings – supports the independent mediation scheme run by:

### **The Leasehold Advisory Service (LEASE)**

**Maple House**  
**149 Tottenham Court Road**  
**London**  
**W1T 7BN**  
**Tel: 0207 383 9800**  
**Fax: 0207 383 9849**  
**Email: [info@lease-advice.org](mailto:info@lease-advice.org)**  
**[www.lease-advice.org](http://www.lease-advice.org)**



There is a nominal charge to each party for this mediation service. LEASE also provides a completely free legal advice service.

If you choose to go to arbitration you can refer your complaint to the Surveyor's Arbitration Scheme if your complaint falls within their scope. This scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services. **[www.arbitrators.org](http://www.arbitrators.org)**.

If you have completed the Complaints procedure and believe that we have contravened a specific section of the ARLA (Association of Residential Letting Agents) Code of Practice you may write to them at:

### **The Association of Residential Letting Agents (ARLA)**

**Arbon House**  
**6 Tournament Court**  
**Edgehill Drive**  
**Warwick**  
**CV34 6LG**  
**Email: [info@arla.co.uk](mailto:info@arla.co.uk)**  
**[www.arla.co.uk](http://www.arla.co.uk)**



Who will arrange for your complaint to be assessed by an external Independent Case Examiner in line with the criteria and procedures set out in ARLA's published complaints procedure/leaflet.



## WHAT THIS PROCEDURE DOESN'T COVER:

- Everyday matters such as reporting or chasing a repair
- Accounts queries
- Complaints by one resident about another (unless the lease allows)
- Defects in your apartment – sometimes there will be problems in your apartment that can only be resolved by the developer e.g. shrinkage cracks, unless the defect is caused by a problem within the communal areas which we have responsibility for managing.

These should be directed to:

**Customer Services**

**Insero Lettings**

**9-13 Swiss Terrace**

**Swiss Cottage**

**London**

**NW6 4RR**

**Email: [info@insero-lettings.co.uk](mailto:info@insero-lettings.co.uk)**

## PLEASE NOTE:

It may be tempting to withhold payment of your service charges. We ask that you do not take this approach as it often makes a difficult situation worse.

Non payment may also be subject to interest and late payment charges.

We are happy to receive a complaint from someone who is representing you.

- If you are a tenant renting accommodation you need to refer your complaint to your flat landlord in the first instance.
- This process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.



customer services: 0845 034 5792 (lo-call)

fax: 0845 013 8406

email: [info@insero-lettings.co.uk](mailto:info@insero-lettings.co.uk)

[www.insero-lettings.co.uk](http://www.insero-lettings.co.uk)

Insero Lettings

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