



## Complaints Procedure

### 1. Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs.

If you are unhappy with any of our services, it is important that you let us know.

### 2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that Next Place Property Agents as a company needs to consider you can send it to:

Next Place Property Agents Limited, 112 Glascote Road, Tamworth, B77 2AF or [info@next-place.co.uk](mailto:info@next-place.co.uk).

### 3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Next Place Property Agents assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

#### Who can complain

Anyone affected by the way Next Place Property Agents provides services can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

**NEXT PLACE PROPERTY AGENTS LIMITED**

01827 50700 [www.next-place.co.uk](http://www.next-place.co.uk) 112 Glascote Road, Tamworth, B77 2AF

Registered Office: 3Mc Middlemarch Business Park, Siskin Drive, Coventry CV3 4FJ Company Reg No. 08878421





#### **4. How you can make a complaint**

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally, we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

#### **5. Anonymous complaints**

We will investigate anonymous complaints where sufficient information is provided, but our ability to fully resolve the matter may be limited.

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

#### **6. Responsibility**

The Office Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

#### **7. How we handle complaints**

Next Place Property Agents may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you if required to discuss the outcome, and write

to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

#### **NEXT PLACE PROPERTY AGENTS LIMITED**

01827 50700 [www.next-place.co.uk](http://www.next-place.co.uk) 112 Glascote Road, Tamworth, B77 2AF

Registered Office: 3Mc Middlemarch Business Park, Siskin Drive, Coventry CV3 4FJ Company Reg No. 08878421





## **8. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. Complaints made outside this timeframe may not be investigated unless there are exceptional circumstances.

complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **9. Further steps**

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you if you are not satisfied with the Office Manager's response, you may request a review by our senior management team before escalation to the Managing Director.

can contact Paul Tanner Managing Director, Next Place Property Agents Limited, 112 Glascote Road, Tamworth, B77 2AF or [info@next-place.co.uk](mailto:info@next-place.co.uk) .

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the The Property Ombudsman (TPO) and ask for it to be reviewed. The TPO provides a free independent service.

You can contact The Property Ombudsman at [www.tpos.co.uk](http://www.tpos.co.uk)

NB: The TPO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

## **Additional Policy Statements**

We reserve the right to refuse to investigate complaints that are vexatious, malicious, or repeated without presenting new evidence.

We will not tolerate abusive, discriminatory, or threatening behaviour during the complaints process. If this occurs, we may limit how we communicate with you.

### **NEXT PLACE PROPERTY AGENTS LIMITED**

01827 50700 [www.next-place.co.uk](http://www.next-place.co.uk) 112 Glascote Road, Tamworth, B77 2AF

Registered Office. 3Mc Middlemarch Business Park, Siskin Drive, Coventry CV3 4FJ Company Reg No. 08878421

