

CWMNI GOSOD

TAI AERON

LETTING AGENCY

COMPLAINTS PROCEDURE

Our Commitment

Tai Aeron Letting Services is committed to providing a professional and efficient service to all landlords, tenants, applicants and other customers. We welcome feedback and view complaints as an opportunity to improve our services.

If something has gone wrong, we want to know about it. We will investigate all complaints fairly, promptly and impartially and will do our best to resolve matters to your satisfaction.

Where we have made a mistake, we will apologise and take appropriate steps to put things right.

How to Contact Us

You can make a complaint, comment or compliment by contacting us using any of the following methods:

Telephone: 01545 574 625

Email: info@taiaeron.wales

Post:

Tai Aeron Letting Services

25 Alban Square

Aberaeron

Ceredigion

SA46 0AJ

If you require assistance in making your complaint or need information in an alternative format, please contact us and we will do our best to assist.

Accessibility and Vulnerable Customers

We are committed to ensuring that our services are accessible to all customers and that any individual who may be vulnerable is treated fairly, sensitively and with respect.

We recognise that vulnerability can arise for many reasons and may be temporary, permanent or fluctuate over time. This may include, but is not limited to, age, disability, physical or mental health conditions, language barriers, bereavement, financial difficulties or significant life events.

If you require additional support when making a complaint, please let us know. We will make reasonable adjustments wherever possible, which may include:

- Providing information in alternative formats.
- Communicating by your preferred method where practicable.
- Allowing additional time for you to provide information or respond to correspondence.
- Dealing with an authorised representative acting on your behalf, subject to appropriate consent.
- Offering additional assistance throughout the complaints process.

All information relating to your circumstances will be handled sensitively and in accordance with applicable data protection legislation.

Our aim is to ensure that every customer has fair and equal access to our services and complaints procedure, and that no individual is disadvantaged when raising a concern or complaint.

What You Can Expect From Us

When we receive a complaint, we will:

- Acknowledge receipt of your complaint within 3 working days.
- Investigate your complaint thoroughly and fairly.
- Aim to provide a full written response within 15 working days of receiving your complaint.
- Keep you informed if the investigation is likely to take longer than 15 working days and provide regular updates on progress.
- Treat your complaint confidentially and in accordance with data protection legislation.
- Treat all complainants fairly, consistently and without discrimination.

Where a matter can be resolved quickly and informally, we may seek to do so immediately. However, this will not affect your right to make a formal complaint if you remain dissatisfied.

If your complaint concerns a service request, such as a repair that has not previously been reported, we will normally expect you to give us the opportunity to address the issue before treating the matter as a formal complaint.

Our Investigation

The person investigating your complaint will establish the facts and review all relevant information.

As part of the investigation, we may:

- Contact you for further information.
- Review correspondence, records and documentation.
- Speak with members of staff involved.
- Arrange a meeting or telephone discussion if appropriate.

Outcome

Once our investigation has been completed, we will provide you with a written response using your preferred method of communication wherever possible.

Our response will:

- Explain the findings of our investigation.
- Address each aspect of your complaint.
- Explain how we reached our conclusions.
- Identify any action we propose to take.
- Confirm whether any service improvements will be implemented.

Where we find that we have made a mistake, we will acknowledge this, apologise where appropriate and explain what steps will be taken to prevent a recurrence.

Putting Things Right

Where appropriate, we will seek to resolve complaints by:

- Correcting mistakes.
- Providing the service that should have been delivered.
- Offering a clear explanation.
- Reviewing procedures and practices.
- Taking any other reasonable action necessary to address the issue.

Staff Training

We are committed to ensuring that all staff understand our complaints procedure and receive appropriate training in complaint handling and customer service.

Complaint Management Process

Stage 1 – Making Your Complaint

Please submit your complaint in writing by email or post. Your complaint should include:

- Your name and contact details.
- The property address (if applicable).
- A clear description of your complaint.
- Relevant dates and times.
- Names of any staff members involved (if known).
- Copies of any supporting documents or evidence.

Contact details:

Email: info@tai-aeron.co.uk

Post:

Tai Aeron Letting Services
25 Alban Square
Aberaeron
Ceredigion
SA46 0AJ
Telephone: 01545 574 625

Stage 2 – Acknowledgement

We will acknowledge receipt of your complaint within 3 working days and confirm how your complaint will be handled.

Stage 3 – Investigation and Final Viewpoint

Your complaint will be investigated by Dafydd Roberts or another suitably senior person where appropriate.

Following the investigation, we will issue a Final Viewpoint Letter, setting out:

- Our findings.
- Any action taken or proposed.
- The reasons for our decision.

- Information about your right to refer the complaint to the Property Redress Scheme if you remain dissatisfied.

Timescale: We aim to issue our Final Viewpoint Letter within 15 working days of receiving your complaint.

Stage 4 – Independent Redress

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if more than 8 weeks have passed since you first made your complaint and the matter remains unresolved, you may refer your complaint to the Property Redress Scheme (PRS) free of charge.

You must refer your complaint to the PRS within 12 months of the date of our Final Viewpoint Letter.

Property Redress Scheme (PRS)

Premiere House

Elstree Way

Borehamwood

Hertfordshire

WD6 1JH

Telephone: 0333 321 9418

Email: info@theprs.co.uk

Website: www.theprs.co.uk

The Property Redress Scheme is an independent body established to resolve disputes between consumers and property agents.

I would also suggest adding a short Accessibility and Vulnerable Customers Policy section, as this is increasingly viewed as good practice by redress schemes and regulators.

Version	Reviewed By	Dated
Version 1.0	Dafydd Roberts	12.10.2023
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