

## Complaints Procedure

The rental/letting business is a complex matter which is bound by the Housing Act with which Karsons Lettings are bound and adhere to respectfully. Our client is the Landlord and our customer is the tenant. We act as middle men. We are more than happy to ensure that all of our customer and clients grievances are heard and resolved.

As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice.

We always take complaints seriously and are committed to resolving any situation as quickly and efficiently as possible and to ensure that any misunderstandings or misconceptions are clarified.

If you feel we have failed to resolve a situation and then failed to satisfy a complaint as above please use the following guidelines on our complaints procedure.

### Step One

All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc, and send it to:

Bhavesh Maisuria, Karsons Lettings,  
Innospace, 2<sup>nd</sup> Floor, Turing House, 5 Archway, Manchester M15 5RL

Or by email to: [bhavesh@karsonslettings.com](mailto:bhavesh@karsonslettings.com)

The grievance letter will be acknowledged within 3 working days, investigated in accordance with established "in-house" procedures and a reply sent to you within 21 working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

### Step Two

Subsequently, if you are not satisfied with our response, you may refer your complaint to:

The Property Ombudsman  
Beckett House  
4 Bridge Street  
Salisbury  
Wiltshire SP1 2LX

who will arrange for your complaint to be reviewed by a Case Officer in line with the criteria and procedures set out in the Lettings Code of Practice, which can be downloaded here: [http://www.tpos.co.uk/downloads/IEL02\\_code%20of%20practice\\_Lettings\\_FINAL.pdf](http://www.tpos.co.uk/downloads/IEL02_code%20of%20practice_Lettings_FINAL.pdf)

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