

## CUSTOMER COMPLAINTS PROCEDURE *Effective 1<sup>st</sup> January 2021*

As a member of the The Property Ombudsman Scheme, The Association of Residential Letting Agents, the safeAGENT Scheme, BALMA and the Guild of Lettings and Management, SWR aims to provide the highest standards of service to all landlords and tenants. If you feel you have a grievance, please follow the procedure set out below:

### STEP ONE

If you believe you have a grievance, please write in the first instance to **Shelley Fisher** at: *SWR, The Stables, Hortham Farm, Hortham Lane, Almondsbury, South Gloucestershire, BS32 4JW.*

- The grievance will be acknowledged in writing within 3 working days, with advice of who will be dealing with your complaint and where possible you will receive a detailed response within 15 working days of our acknowledgement.
- If further time is required to investigate your concerns, then you will receive a written explanation for any delay.
- If we do not hear from you within 8 weeks of our response, we will assume the matter has been resolved.
- If you have concerns in the meantime, please contact the member of staff whose name appears on the letter of acknowledgement.

### STEP TWO

If you do not feel we have addressed your concerns in a satisfactory manner, you can apply to a third party for arbitration. **Please note: You will need to complete our internal complaints procedure before you can take your concerns to any regulatory body. You have 12 months from the date of our final response to refer the matter to The Property Ombudsman.**

Details of these third parties are:



The Property Ombudsman  
43-55 Milford St, Salisbury SP1 2BP  
[01722 333306](tel:01722333306)  
<https://www.tpos.co.uk/>



Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
CV34 6LG  
01926 496 800

<https://www.arla.co.uk/contact-us.aspx>



Safeagent  
Cheltenham Office Park,  
Hatherley Lane,  
Cheltenham GL51 6SH  
01242 581712  
<https://safeagents.co.uk/>



BALMA  
[http://www.balma.co.uk/contact\\_us.php](http://www.balma.co.uk/contact_us.php)



Guild of Lettings and Management  
12A Fawkon Walk, Hoddesdon, Hertfordshire, EN11 8LQ  
01992479974

<https://www.guildofletting.com/>

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