



External Complaints Policy and Procedure

Complaints Policy

Hafren Properties Ltd is committed to providing a high level service to our customers. We try to ensure that all clients receive service of the highest standard. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have an external complaint, please contact James Mwasigallah by phone on 02920 233399, or via email at info@hafrenproperties.co.uk in the first instance so we can try to resolve your complaint informally.

At this stage, if you are not satisfied please submit your complaint in writing to James Mwasigallah. You can write to him at:

Hafren Properties Ltd
209 Penarth Road
Grangetown
Cardiff
CF11 6FR

Next Steps

- 1) We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 working days of us receiving your complaint.
- 2) We will record your complaint in our general register within a day of having received it.
- 3) We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 working days of your reply.
- 4) We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.

Hafren Properties Ltd Address: 209 Penarth Road, Grangetown, Cardiff CF11 6FR

Tel: 02920233399 **Company Number:** 11471350

Email: info@hafrenproperties.co.uk **Web:** www.hafrenproperties.co.uk

- 5) James Mwasigallah will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
- 6) Within 2 days of the meeting, James will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, James will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

- 7) At this stage, if you are still not satisfied you can write to us again. A director or manager will review James' decision within 10 days.
- 8) We will let you know the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact PRS (Property Redress Scheme) who will be able to handle any complaint you can access their website on www.theprs.co.uk or email them via info@theprs.co.uk. PRS are governed by UKALA. You can contact UKALA (The UK Association of Letting Agents) by visiting their website at www.ukala.org.uk.

If we have to change any of the time scales above, we will let you know and explain why.