SAGE & STIRLING

LETTINGS

# Complaints Procedure

Kingfisher House, Hurstwood Grange, Hurstwood Lane, Haywards Heath, West Sussex RH17 7QX | 01444 717638 | info@sageandstirling.co.uk

## 1. Our commitment

Sage & Stirling Lettings Limited ("we", "us") aims to provide a professional, fair and courteous service to every landlord, tenant and other client. If something has gone wrong, we want to hear about it so that we can put it right and learn from it. This procedure applies to complaints about our residential lettings and property management services. Making a complaint will not affect the way we treat you or the service you receive.

## 2. How to make a complaint

Please make your complaint in writing, by email or by post, and make clear that it is a formal complaint:

- Email: info@sageandstirling.co.uk (subject line "Complaint")
- Post: The Director, Sage & Stirling Lettings Limited, Kingfisher House, Hurstwood Grange, Hurstwood Lane, Haywards Heath, West Sussex RH17 7QX

Please include your name and contact details, the property address, a clear description of what went wrong (with dates where possible), copies of any relevant documents, and what you would like us to do to put matters right. If you have difficulty putting your complaint in writing, call us on 01444 717638 and we will record the details and send you a written summary to confirm.

## 3. Who handles your complaint

Sage & Stirling Lettings Limited is a small, owner managed business. All complaints are handled by the Director. As there is no separate senior manager, the Director also carries out the final review described at Stage 2, re examining the complaint afresh and considering any new points or evidence you raise.

## 4. Stage 1: Acknowledgement, investigation and formal response

- Acknowledgement: we will acknowledge your complaint in writing within 3 working days of receiving it, and confirm how we will deal with it.
- Investigation: we will review our records, correspondence and any evidence you provide, and may contact you or others involved for further information.
- Formal response: we will send you a full written response within 15 working days of sending our acknowledgement, setting out our findings and any action we will take. If, exceptionally, we need more time, we will write to you before the deadline to explain why and give a new date.

## 5. Stage 2: Final review

If you are unhappy with our Stage 1 response, please write to us (by email or post, as above), ideally within 20 working days, explaining why you remain dissatisfied. The Director will carry out a final review of the complaint, including the original investigation and any new information you provide. We will acknowledge your request within 3 working days and send you our final viewpoint letter within 15 working days of acknowledging it. The final viewpoint letter will set out the outcome of the review, our final position, and how to refer your complaint to The Property Redress Scheme.

## 6. Independent redress: The Property Redress Scheme

We are a member of The Property Redress Scheme (Enhanced membership), membership number PRS061913. You may refer your complaint to the Scheme, free of charge, if:

- your complaint has not been resolved within 8 weeks of when you first made it to us; or
- you are unhappy with our final viewpoint letter.

You must refer your complaint to the Scheme within 12 months of the date of our final viewpoint letter (or, if no final viewpoint has been issued, within 12 months of your last communication with us about the complaint). The Scheme can normally only consider a complaint once you have given us the opportunity to resolve it through this procedure.

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| **Address** | Property Redress, Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH |
| **Telephone** | 0333 321 9418 |
| **Email** | info@propertyredress.co.uk |
| **Website** | www.propertyredress.co.uk |

## 7. Record keeping

We keep a written record of every complaint, including the correspondence, our investigation notes, the outcome and any action taken. Complaint records are stored securely and retained for at least six years, and we review complaints regularly to improve our service.

## 8. Accessibility

This procedure is available on request in other formats, such as large print or another accessible format. If you need any reasonable adjustment to make or pursue a complaint, or would like someone else (such as a friend, relative or adviser) to act on your behalf with your written consent, please let us know.

## 9. Data protection

Sage & Stirling Lettings Limited is a data controller under the UK General Data Protection Regulation and the Data Protection Act 2018, and is registered with the Information Commissioner's Office (ICO registration number ZC302316). We will use personal information provided with a complaint only to investigate and respond to it, to meet our legal and regulatory obligations, and, where you refer your complaint, to share relevant information with The Property Redress Scheme. Further details are set out in our privacy notice, available on request.

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