

Complaints Procedure

1) Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

2) Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone noted or involved on a tenancy can make a complaint, as well as anyone who has first-hand contact with the MTR Team. For example, someone who completes a viewing on a property, a tenant, a guarantor etc.

These suggestions can be made via email to contactus@mytenantrent.co.uk

If the suggest is something that MTR (MyTenantRent.co.uk) as a company needs to consider you can send this to:

Managing Director
MyTenantRent.co.uk
95 Holt Road
Liverpool
L7 2PN

3) Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. MTR assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4) Who can complain?

Anyone affected by the way in which MTR provides a service can make a complaint. A representative may complain for the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5) How can you make a complaint?

- Your complaint must be made in writing:
- By letter
 - By email

6) Anonymous complaints

We deal with anonymous complaints under the same procedure, however, it is better if you can provide contact details so we can tell you the outcome of our investigations.

7) Responsibility

The Managing Director has overall responsibility for dealing with all complaints made about the service of MTR.

We will provide as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help.

8) How we handle complaints

The Managing Director of MTR may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge the complaint within 3 working days and give you the name and the contact details of the person investigating it, although they will generally be contactable via the usual email – contactus@mytenantrent.co.uk

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 15 working days unless we agree a different timescale with you.

When we have finished investigating, correspondence will be sent to you with the outcome, including:

- Details of the findings
- Any action we have taken; and
- Our proposals to resolve your complaint

9) Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than 12 months after the fact, we may not be able to investigate properly. But we shall also consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate effectively and fairly.

10) Further steps

At any stage during the process, if you are not happy with the way in which MTR are dealing with your complaint, you can contact the Managing Director or the Co-Director at:

95 Holt Road
Liverpool
L7 2PN

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to The Property Ombudsman (TPOS) and ask for it to be reviewed. The TPOS provides a free independent service.

You can contact the TPOS at:

The Property Ombudsman
Millford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: **01722 333306**

Website: www.tpos.co.uk

NB: The TPOS will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

*We can provide this policy in other languages or in other formats on request.