

Your feedback matters



A Guide to Managing Complaints

Your thoughts and feelings are important



We welcome customer feedback at any time. It helps us to understand how well we are doing and where we may need to make further improvements to our service.

We always strive for excellence, but sometimes things can go wrong or you may feel that we have not met your needs fully or in the way that you would have liked.

If this should ever happen, please get in touch with your Lettings Manager.



How to contact us

- | | |
|---|--|
| <p> Post
FirstPort Lettings Services
Woolyard, Level 2,
54 Bermondsey Street,
London
SE1 3UD</p> | <p> Telephone
0333 321 4066
(Monday to Friday, 9am to 5pm)</p> |
| | <p> Email
lettings@firstport.co.uk</p> |

Making a Complaint

Need help? Just tell us

Your Lettings Manager will listen to your concerns and ask what you would like them to do. They should be able to sort things out quickly for you and, if they feel they cannot deal with the matter themselves, they will be able to put you in touch with someone who can help.

This is the fastest and easiest way to resolve most problems. However, if that is not the case, you can ask us to review the matter through our formal complaints procedure.

For some issues, we will let you know what we can do or put you in touch with someone else who may be able to help, such as Citizens Advice Bureau, your local authority or trades people.

Examples of issues that are not normally covered by our complaints procedure include:

General enquiries and requests, such as services charge account queries or chasing a repair

Complaints made by one resident about another – unless your lease allows for this

Defects inside your own property, unless they are caused by a problem within the communal areas that we manage

Issues and Topics

Our complaints procedure



Here are some examples of issues that you may wish us to look into through our formal complaints procedure:

You feel that we have failed to follow our own policies and procedures or the law

We have failed to act appropriately say, to carry out a repair promptly, or have been negligent

We have not responded to you fully or in a reasonable time

You believe we have discriminated or acted unfairly against you

You have a problem with the behaviour or actions of one of our employees or contractors

We know that making a complaint can be stressful, so we aim to make the experience as simple and straightforward as possible.

Our three step process will help us to review and resolve your concerns quickly, fairly and fully.

We may occasionally suggest alternatives, such as independent mediators or, perhaps, moving your complaint straight on to Stage 2, if we think that makes more sense.

How to Make a Complaint

Our three step process

Here is a quick guide to getting any complaint sorted:

STAGE
1

You can ask any of our staff to raise a Stage 1 complaint for you. You can do this in person, over the phone, by email or in writing.

Acknowledgement

If our review takes some time, we will acknowledge your complaint by email or in writing within three working days.

Completion of investigation

We should be able to complete our investigations and give you a full reply in writing, within ten working days.

STAGE
2

If you are unhappy with the response to your complaint, you can ask the FirstPort Lettings Management team to take a fresh look at it.

Complaints review

If you are unhappy with the response to your complaint it will be reviewed by the FirstPort Lettings senior management team.

Response

You will normally receive our response in writing within ten working days of the Stage 2 review or panel meeting.

STAGE
3

If we cannot fully resolve matters for you – and have reached deadlock, you can seek an independent external review of our actions.

External review

We will advise you of your option(s) in our Stage 2 response.

We always try to fully resolve concerns ourselves, and we successfully achieve this for the vast majority of complaints we receive.



Formal review

You can ask any of our staff to raise a Stage 1 complaint for you. This can be done in person, over the phone, by email or in writing.

If you are writing to or emailing us, please clearly state that you are making a Stage 1 complaint so that we can quickly get this to attention of the right person. Your customer number will help as well.

Please do not address or copy your complaint to any named individuals, as this can hold things up – they may be away from the office or on leave.

The fastest way to get a complaint resolved is between you and your Lettings Manager. Once they have opened discussions with you, we will then ask the Head of Lettings to investigate your complaint in detail.

Any complaints made about our staff will be reviewed with our Human Resources team.

If we think our review could take some time, we will acknowledge your complaint by email or in writing within three working days, setting out the steps we intend to take and when we expect to be able come back to you. In most cases, we should be able to complete our investigations and fully reply to you within ten working days. If we think it will take longer, we will let you know and tell you when we expect to complete our review.

Whether we discuss our response with you in person, by phone or email, we will always confirm it in writing.



Business Management Team review

If you are unhappy with the response to your complaint you can ask that the FirstPort Lettings Management team take a fresh look at it. Please use the contact details on page 5, clearly advising that you are now seeking a Stage 2 complaint review.

We will let you know how this will be carried out, depending on the exact nature of your concerns. Most Stage 2 complaints will be reviewed by our Managing Director. However, depending on the topic and urgency, it may sometimes be better for someone in our senior management to carry out the review personally with you.

Either way, your complaint will be carefully reviewed and we'll take full account of all the issues and any actions taken or proposed. We will always seek the best possible outcome for you, and use this to guide our final decision.

You will usually have our response in writing within twenty working days of the Stage 2 review. If we feel we need more time or information to reach a suitable conclusion, we will let you know when you can expect us to get back to you.

If we cannot reach agreement with you, you will then need to seek an independent review through Stage 3.

Stage 1 - Complaints

- | | |
|---|---|
|  <p>Post
Complaints Co-ordinator
FirstPort Lettings Services
Woolyard, Level 2,
54 Bermondsey Street,
London SE1 3UD</p> |  <p>Telephone
0333 321 4066
(Monday to Friday, 9am to 5pm)</p>  <p>Email
lettings@firstport.co.uk</p> |
|---|---|

STAGE
3

External review

We always try to fully resolve concerns ourselves, and we successfully achieve this for the vast majority of complaints we receive.

However, if we cannot do so and have reached deadlock, you can seek an independent external review of our actions. We will advise you of the relevant option(s) in our Stage 2 response but most complaints will be referred to the Property Ombudsman Service (TPOS).

The Property Ombudsman Service.

This is an independent body who provide a free, independent service for buyers, sellers, tenants and landlords of properties in the UK.

The Ombudsman may be able to consider your complaint if you believe that we have breached the law, treated you unfairly or have been guilty of maladministration (including inefficiency and undue delay) in a way that results in you losing money or suffering avoidable aggravation, distress and/or inconvenience.

The Ombudsman will look into your complaint to see if he can resolve your dispute in full and final settlement. Sometimes, it may be possible to do so by mediation - by helping you and the agent towards a settlement that you can both agree on. Mostly, he will examine both sides of the dispute and arrive at a written decision. Where he supports your case, he may also consider an appropriate award of financial compensation.

Alternatively you can opt for Arbitration, such as through the Dispute Resolution Services provided by the Chartered Institute of Arbitrators (see www.ciarb.org).

We fully respect the independence of these bodies and will always honour their rulings.

Our Drive for Improvement

Onwards and upwards

Once your complaint is resolved, we may contact you among a regular sample of customers to invite you to give your feedback. You can then tell us how we dealt with your concerns and let us know if there is anything else you would like us to do.

One of our senior managers may ask you for this directly, or we may invite you to take part in a short survey.

You can also share with us any other ideas you have as to how we could improve our service. You can do this at any time using the contact information on the inside back cover.

Independent advice

LEASE (The Leasehold Advisory Service) offers FREE advice on the law affecting residential leasehold in England and Wales. It is totally independent and is funded by Government.

Post

Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX

Website

www.lease-advice.org



How to contact us



Post

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



Telephone

01722 333306



Email

admin@tpos.co.uk



Website

tpos.co.uk

Get in Touch

Whenever you need advice or information, we're here to help.

Your feedback matters

We develop and evolved our services in line with what we believe our residents need and expect. So the more you can share with us about the kind of services you'd like to have, the better we can meet your needs.



How to contact us



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Customer Service Centre
FirstPort Lettings Services
Woolyard, Level 2,
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Email

lettings@firstport.co.uk

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T 0333 321 4066

E lettings@firstport.co.uk
firstport.co.uk/lettings

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IN PEOPLE** | Silver