

Complaints Procedure Williams Lettings Limited

Contact Details

Telephone	01745 299399
Email	hello@williamsestates.com
Postal Address	Jason Williams, Williams Estates, 1 Princes Road, Rhuddlan, Denbighshire, LL18 1AH
Complaints Handling Manager	Jason Williams – Director
Senior Managers	Allison Thompson – Group Manager
Office Hours	Monday – Friday – 09:00 – 17:30 Saturday – Closed Sunday - Closed

Introduction

At Williams Lettings Limited, we aim to provide exceptional service to all landlords and tenants. If something goes wrong, we are committed to resolving issues promptly and fairly. This procedure explains how you can raise a concern, how we will handle it, and what steps you can take if you are not satisfied with our response.

What This Procedure Covers

This complaints procedure applies to all lettings services we provide, including:

- Property marketing and advertising
- Fully Managed Rental Services
- Let only Services
- Rent collection services
- Tenancy deposit scheme
- Rent guarantee policy
- Tenant referencing and applications
- Tenancy agreements and compliance
- Rent collection and arrears management
- Property inspections and maintenance coordination
- Communication and general customer service

If a complaint relates to a service outside our responsibility, we will explain this and direct you to the appropriate party.

How to Raise a Complaint

You can contact us by email, phone, or in writing. To help us understand the issue, please include:

- Your name and preferred contact details
- The property or service your complaint relates to
- A clear explanation of what has happened
- Any dates, documents, or information that may help us investigate
- What outcome you feel would put things right

If you prefer to speak to someone first, we are happy to arrange a call or meeting.

Acknowledging Your Complaint

We will confirm receipt of your complaint within three working days. In this acknowledgement, we will let you know:

- Who will be handling your case
- Whether we need any additional information before starting the investigation

How We Investigate

We aim to understand the issue fully and fairly. This may include:

- Reviewing all relevant emails, notes, records, and documentation
- Speaking with staff members involved
- Contacting any contractors or third parties where appropriate
- Checking what was agreed and what has been done so far
- Looking at any evidence you have provided

Response Timeframe

- Full written response within four weeks of acknowledging your complaint
- If more time is required, we will send a progress update and revised estimated completion date
- Our intention is to complete the process within eight weeks wherever possible

Your Final Response

Our final written response will include:

- What we have looked into
- What we have found
- Any steps we are taking to resolve the matter
- Any action or service improvements we feel are appropriate
- Your options if you remain unhappy with the outcome

Escalation and Redress

If you are not satisfied with our final response, or if eight weeks have passed without resolution, you may refer your complaint to our independent redress scheme:

Contact Details - The Property Ombudsman (TPO)

Website - <https://www.tpos.co.uk/consumers/make-a-complaint/>

Telephone 01722 333306
Postal Address The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL

You normally have up to 12 months from the date of our final response to make a referral.

If neither we nor the independent redress scheme mentioned above has resolved your complaint to your satisfaction, you may escalate the matter to **Propertymark**, of which we are a member. Propertymark will review your case and investigate where there is evidence that we may have breached its **Conduct and Membership Rules**.

To proceed, you will need to complete a complaint form, which can be found along with supporting information at:

Website: <https://www.propertymark.co.uk/professional-standards/complaints.html>

Contact Details - Propertymark Limited

Telephone 01926 496 800
Email help@propertymark.co.uk
Postal Address AdrArbon House, 6 Tournament Court
Edgehill Drive, Warwick CV34 6LG

Data Protection and Confidentiality

All complaints are handled in line with data protection legislation. Information is used only for investigating your complaint and will not be shared outside the organisation unless required by law or needed by our redress scheme.

Complaints Involving Contractors

- Where a complaint involves a contractor instructed by Williams Lettings, we will contact them as part of our investigation.
- Where a contractor is not under our direct instruction, we will explain their responsibilities and how you can contact them if needed.

Unreasonable or Abusive Behaviour

We are committed to treating all clients with respect and ask for the same in return. If communication becomes abusive, threatening, or excessively persistent, we may limit contact methods. Any decision will be explained in writing.

Record Keeping

We keep full records of all complaints, investigations, and outcomes. These are retained for a minimum of 5 years and may be shared with The Property Ombudsman or other relevant bodies if requested.

Continuous Improvement

We review all complaints regularly to understand what happened and how we can improve our service. This includes an annual review of trends and any changes required to processes or staff training.

Versions and Revisions

- **Current Version:** December 2025 / Version 4.0
- **Next Scheduled Review:** December 2026

Note: This document is subject to periodic review to ensure compliance with current legislation, industry standards, and best practices. Any amendments will be recorded in the version history and communicated to relevant stakeholders. The latest version supersedes all previous versions.

End of document.

Signatures and Dates

Complaints Handling Manager:

Jason Williams

Date: December 2025

Signature: *J. Williams*

Group Manager:

Allison Thompson

Date: December 2025

Signature: *A. Thompson*

https://www.tpos.co.uk/images/codes-of-practice/TPOE27-8_Code_of_Practice_for_Residential_Estate_Agents_A4_FINAL.pdf?

<https://www.tpos.co.uk/consumers/make-a-complaint/>

<https://www.propertymark.co.uk/professional-standards/complaints.html>