



Collins Sarwar Estates Complaints Procedure

Policy Title: Complaints Procedure

Effective Date: 21/11/2024

Last Reviewed: 21/11/2024

1. Purpose

This procedure outlines how complaints will be handled by Collins Sarwar Estates. Our aim is to ensure all complaints are resolved promptly, fairly, and transparently, in compliance with UK regulations and industry standards.

2. Scope

This procedure applies to all complaints made by tenants, landlords, contractors, or any other stakeholders regarding the services provided by Collins Sarwar Estates.

3. What is a Complaint?

A complaint is any expression of dissatisfaction about the standard of service provided, actions taken, or lack thereof by Collins Sarwar Estates.

Examples include:

- Delays in resolving maintenance issues.
 - Poor communication or lack of updates.
 - Disputes over fees or charges.
 - Alleged breaches of contract or regulations.
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4. How to Submit a Complaint

Complaints can be submitted via the following methods:

- **Email:** jamie@collins-sarwar.com & hamza@collins-sarwar.com
- **Post:** 341 Station Road, Harrow, HA1 2AA

Information to Include in the Complaint:

- Full name and contact details.
 - Property address (if applicable).
 - Details of the complaint, including dates and relevant correspondence.
 - Any pictures, video or supporting documents as evidence for your complaint
 - Desired resolution or outcome (if any).
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5. Complaints Handling Procedure

Step 1: Acknowledgment

- Complaints will be acknowledged in writing **within 5 working days** of receipt.
- The acknowledgment will include the name and contact details of the person handling the complaint.

Step 2: Investigation

- The complaint will be investigated by an appropriate member of the team or a designated complaints officer.
- Investigations may include reviewing documents, speaking to relevant staff, and contacting other parties involved.
- The investigation process will aim to be completed **within 20 working days** of acknowledgment.

Step 3: Resolution

- A formal written response will be sent to the complainant **within 25 working days** of receipt of the complaint.

- The response will include:
 - o A summary of the complaint.
 - o Steps taken during the investigation.
 - o The outcome and reasoning.
 - o Any actions being taken to address the issue.

Step 4: Escalation

If the complainant is dissatisfied with the resolution, they can escalate the matter to senior management or a director.

- The escalation must be made within **5 working days** of receiving the formal response.
 - A further review will be conducted, and a final decision will be communicated within **10 working days**.
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6. External Resolution

If the issue remains unresolved after escalation, the complainant can refer the matter to the relevant redress scheme. Collins Sarwar Estates is a member of:

- **Property Redress Scheme**

- **Contact Details:**

- o Website: <https://www.theprs.co.uk/>

- o Phone: 0333 321 9418

- o Email: info@theprs.co.uk

- o Address: 1st Floor Studio, Property Redress Scheme, Limelight, 3 Elstree Way, Borehamwood WD6 1JH

Complaints must be referred to the redress scheme **within 12 months** of the final decision from Collins Sarwar Estates.

7. Record Keeping

- All complaints will be logged and retained for a minimum of 6 years.
 - Records will include the complaint details, investigation steps, correspondence, and resolution.
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8. Monitoring and Review

- Complaints data will be reviewed regularly to identify trends and improve service delivery.
- This policy will be reviewed annually to ensure compliance with legislation and industry standards.

Contact for Complaints:

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