

Niche Homes Complaints Policy

Complaints

As a Lettings Agent, Niche Homes are responsive to the needs of our tenants and staff alike and welcome comments and complaints as a means of improving our services. At Niche Homes, we will always be professional and courteous, and complaints about other tenants will be dealt with in the strictest of confidence. We aim to be as quick as we can in responding to you. However, in order to resolve your complaint, you will need to follow our complaints policy procedure.

In the First Instance

If you have a complaint of any kind, in the first instance please discuss this with a member of the Lettings Team who will try and resolve the matter. In this instance the complaint can either be verbal, written, or emailed. Please note, all of our calls are recorded for training and quality purposes.

In the Second Instance

If you are unhappy about a response you receive, or the complaint is about a member of Niche Homes staff, or if you feel that the complaint warrants further investigation, then you must put your complaint in writing to our Sales Director, Nick Gould, at: -

Niche Homes Ltd
1-2 Northwest Business Park
Servia Hill
Leeds
LS6 2QH

Hopefully the issue will be resolved at this level. Your letter should contain a clear statement of your concerns, including any supporting documentation, and should explain how you think your complaint could be best resolved.

In the third Instance

If you are still unhappy with the response that you have received, please contact our Managing Director, Kam Mogul, at: -

Niche Homes Ltd
1-2 Northwest Business Park
Servia Hill
Leeds
LS6 2QH

Again, your letter should contain a clear statement of your concerns up to this point, including any further supporting documentation and should explain how you think your complaint could best be resolved.

Finally

By law, Lettings Agents are required to join a government authorised consumer redress scheme. The purpose of this is to give consumers of the Lettings Agent an escalated complaints procedure if they are unhappy with how their complaint has been dealt with by the Agent. If you are unhappy with the resolution of your complaint and you would like to pursue this further or seek a second opinion, you can contact the Property Redress Scheme, of which we are a member. More information on the PRS can be found via their website and a copy of our PRS membership certificate can be found in your tenancy booklet which you were provided with at the start of your tenancy.



PRs (Property Redress Scheme) Membership No: PRS004377

Email: info@theprs.co.uk

Website: www.theprs.co.uk

Telephone: 0333 321 9418

Timescales

At Niche Homes we aim to provide a response to your complaint within 21 days of receiving the initial complaint, although in complex cases this may take longer, and we will endeavour to keep you notified of progress and reasons for the delay.

Where a complaint is received within 6 months of an incident that has taken place, we will aim to resolve this in less time than it took to complain. All complaints received 6 months or more after the incident has occurred will not be considered.

If the complaint is about a member of staff, the envelope should be marked "Private and Confidential" to avoid the envelope being opened by the general mail operative.