



## Complaints Procedure

At YourHomes, we are committed to providing a professional, transparent and high standard of service to all of our customers, including landlords, tenants, applicants and others affected by our services. To help protect your interests, we operate a clear complaints procedure and will follow this when dealing with any complaint.

If you are unhappy with any aspect of our service, we want to hear from you so we can investigate the matter and work towards a fair resolution. Our aim is to resolve concerns as quickly and fairly as possible and, where appropriate, at the earliest stage. We recognise that some customers may need additional support during the complaints process and will make reasonable adjustments where appropriate.

We take complaints seriously and use them as an opportunity to improve our service.

### How To Make a Complaint

Complaints should be made in writing sent either through post or email, so that we have a clear record of the issue and can investigate it properly.

Please send your complaint to:

Santos Homes Limited T/A YourHomes  
The Hub, Fowler Avenue, Farnborough Business Park, Farnborough, Hampshire, England, GU14 7JF  
**Email:** management@yourhomes.co.uk  
**Telephone:** 01252 224599

To help us investigate, please include as much detail as possible, including:

- Your full name and contact details
- The property address, if relevant
- A clear summary of your complaint
- Any relevant dates and background information
- Copies of any supporting documents or evidence
- Details of how you would like the matter resolved

### Stage 1 – Initial Review

Once we receive your complaint, we will acknowledge it in writing within 3 working days. Your complaint will be reviewed by a senior member of the agency, such as the Branch Manager, who will consider the details of your complaint, review the relevant file and speak with any member of staff involved where appropriate.

We will aim to send you a formal written response within 15 working days of receiving your complaint.

Our written response will set out:

- The outcome of our investigation
- Our findings
- Any action we propose to take
- Our decision on the complaint



## Stage 2 – Final Review

If you remain dissatisfied after receiving our Stage 1 response, you may request a further review of your complaint.

Your complaint will then be escalated for a final internal review by a more senior member of the agency, such as the Managing Director, where possible by someone not directly involved in the original matter. Within 15 working days of receiving your complaint, we will write to you again with our final viewpoint on the matter.

## If We Need More Time

If, for any reason, we are unable to provide a full response within the 15 working days of receiving your complaint, we will contact you in writing to explain why and provide an updated timescale for our final response.

## Stage 3 – Property Redress Scheme

If you remain dissatisfied once our internal complaints procedure has been completed, or if 8 weeks have passed since you first made your complaint and the matter has not yet been resolved, you may refer the complaint to the Property Redress Scheme.

The Property Redress Scheme requires that all complaints are addressed first to the agent through this internal complaints procedure, allowing the agent up to eight weeks to investigate and respond, before escalating to the Property Redress Scheme if still dissatisfied or if no response has been provided.

Any complaints submitted to the Property Redress Scheme should be sent within 12 months of the date of our final viewpoint response.

## Property Redress Scheme

Website: <http://www.propertyredress.co.uk/consumers>

## Our Commitment

We will always aim to:

- Deal with complaints fairly and impartially
- Keep you informed throughout the process
- Investigate matters thoroughly
- Resolve complaints as promptly as possible
- Learn from complaints to improve our service