RELIO

Complaints procedure

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We take complaints seriously. If something has gone wrong we want to know, because it is the fastest way for us to put it right and to stop it happening again.

We acknowledge your complaint in writing	**Within 3 working days**
We send our full written response	**Within 15 working days**
We complete a stage two review, if you ask for one	**Within 15 working days**
Our aim for both stages, start to finish	**Within 8 weeks**
Your window to refer the matter to the Ombudsman	**Within 12 months**

1 Who can complain

Anyone who has used our services or been affected by them, including landlords, tenants, prospective tenants, guarantors and applicants. We will also deal with anyone you have properly appointed to act as your representative.

2 Stage one: tell us

Tell us what has happened and what you would like us to do about it. Putting it in writing helps, but you do not have to — if you would rather tell us by telephone or in person, we will record it and confirm it back to you in writing. We record every complaint, verbal or written, at the time it is made.

- Email: office@relioproperty.co.uk
- Post: Relio Limited, 161 Gloucester Crescent, Wigston, Leicestershire, LE18 4YH

We will acknowledge your complaint in writing within 3 working days.

We will investigate it and send you a full written response within 15 working days of receiving it. The investigation is carried out by a director or designated complaint handler who was not involved in the matter you are complaining about.

If in exceptional circumstances we cannot respond within 15 working days, we will tell you why and give you a date by which we will.

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3 Stage two: ask us to review it

If you are not satisfied with our stage one response, write to us again and ask for it to be reviewed. Tell us which parts you disagree with and why.

The review is a separate and detached look at your complaint, carried out by someone who handled neither the original matter nor stage one.

We will complete the review within 15 working days of your request and send you our final viewpoint letter. That letter sets out our final position, includes any offer we are making, confirms that you have completed our internal complaints procedure, and explains how to refer the matter to the Ombudsman.

We aim to conclude both stages within 8 weeks of your original complaint.

4 Stage three: The Property Ombudsman

If you remain dissatisfied after receiving our final viewpoint letter, or if 8 weeks have passed since you first complained to us in writing and we have not issued one, you may refer your complaint to The Property Ombudsman. We are a full member of that scheme and are bound by its decisions.

You must refer your complaint within 12 months of the date of our final viewpoint letter. The service is free to consumers.

We will never make referral to The Property Ombudsman conditional on payment of any outstanding fees or costs.

> **The Property Ombudsman**
>
> Membership number T14730, branch T14730-0
>
> Unit 159756, PO Box 7169, Poole, BH15 9EL
>
> 01722 333 306 · www.tpos.co.uk
>
> Complaints are submitted using the online form on TPO's website. If you cannot use the online form, tell TPO and they will make other arrangements.

The Ombudsman will normally only consider a complaint once you have been through our internal procedure.

5 Complaints about your personal data

If your complaint is about how we handle your personal information, tell us at office@reliioproperty.co.uk. We will acknowledge it within 30 days, keep you informed of progress, investigate without undue delay and tell you the outcome.

You may also complain to the Information Commissioner's Office at ico.org.uk. You can do that at any time, and you do not have to come to us first. Full details are in our privacy notice.

6 What helps us deal with it quickly

- Your name, address and contact details
- The property or tenancy the complaint relates to

- What happened, and when
- Any reference numbers or correspondence you already have
- What you would like us to do to put it right

7 Our records

We keep a log of every complaint, the steps we took, the outcome and the date it was concluded. The log is reviewed at least annually by a director to identify recurring issues and improve how we work. Complaint records are retained for at least six years and are produced to the Ombudsman or to Trading Standards on request.

8 Review

This procedure is reviewed at least annually, and whenever the requirements of our redress scheme change. It is published on our website at relioproperty.co.uk, is available in our office, and a copy is provided free of charge on request.

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