

Resolving your Complaint

At Platinum Properties we strive to ensure that the process of letting a property, either as a Landlord or a Tenant, runs as smoothly as possible. However, we understand that occasionally things may not always go accordingly to plan. With this in mind, we have a rigorous process to ensure any issues that may arise are resolved in a satisfactory manner.

All of our team members at Platinum Properties take the satisfaction of our customers very seriously and we will endeavour to resolve any complaint as quickly and professionally as possible.

CUSTOMER CARE PROCESS

Branch Discussion

Any initial dissatisfaction can be brought to the attention of your Property Manager, either by visiting the local branch, by phone or via email. The Property Manager will do everything that they can to resolve the matter as effectively as possible, as the people who know you and your property or transaction details best.

Making A Formal Complaint

If you feel that your issues have not been dealt with or resolved to your satisfaction, you can refer the matter to either the Senior Property Manager or the Lettings Manager, in writing, who will acknowledge your complaint within 3 working days and respond to you within 15 working days of receipt with their findings.

Feedback in relation to your complaint will be shared with the management team at Platinum Properties so that any necessary reviews can be undertaken of our processes and procedures, this ensures that, as a business, we take our customers concerns into account and strive to continue to meet our customers needs and expectations.

Senior Property Manager – Fay Daunt – fay@platinumpropertiesely.co.uk

Lettings Manager – Abigail Dove - abigail@platinumpropertiesely.co.uk

Post: Platinum Properties, Unit 111 Lancaster Way Business Park, Ely CB6 3NX

The Right to Appeal

If you remain dissatisfied by the responses received by your Property Manager and/or by the Senior Property Manager or Lettings Manager you have the right to appeal, meaning a separate and detached review will be undertaken by a different member of the team not directly involved with the original investigation (usually the Managing Director). You are able to make us aware of this at the above contact details. You will, again, receive an acknowledgement within 3 working days and a full response within 15 working days of us receiving this.

Referral to The Property Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied or have not received a response to your complaint within 8 weeks you can seek redress through The Property Ombudsman who provide a free, independent service for dealing with any unresolved disputes.

Please note that The Property Ombudsman will not consider your complaint until you have completed the process of our internal complaints procedure. Any referral to The Property Ombudsman must be made within 12 months of the date of our final response.

Contact details of The Property Ombudsman are;

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire Sp1 2BP

Phone: 01722 333306 (Monday to Friday 9.00am to 4.30pm, excluding Bank Holidays)

admin@tpos.co.uk | www.tpos.co.uk