

# **CUSTOMER COMPLAINTS PROCEDURE/POLICY**

## **Introduction**

Ebenezer Properties is committed to effectively handling your complaints about our service. If we have made a mistake, we will apologise and try to put things right.

We review complaints regularly and use this information to improve our processes wherever possible. We also welcome comments and compliments about the service we have provided.

How to contact EBENEZER PROPERTIES:

We want it to be simple and convenient for you to file a complaint, comment, or compliment us.

To contact us:

- **Call: 07786923078**
- **Email: [hello@ebenezerproperties.co.uk](mailto:hello@ebenezerproperties.co.uk)**
- **Write to: Hillcrest, Mold Road, Gwersyllt, Wrexham LL11 4AF**

## **What can you expect from us when you make a complaint?**

If we receive a complaint from you, we will do all we can to help you and try to find a solution to any problems you have brought to our attention. We will ensure that:

- Your complaint is acknowledged within 3 working days of the date that it is received
- We aim to resolve the complaint within 15 working days. If your complaint is more complex, we may need more time.
- We will let you know within 15 working days if we think it may take longer to investigate your complaint and give you how long we expect it to take, providing regular updates.

We will respect your right to confidentiality and privacy and treat you fairly and in accordance with our commitment to equality.

If you are asking us for a service for the first time, e.g., repairs, you should give us a chance to fix things. If you are not happy with our response and you let us know, we will then treat it as a complaint.

The person investigating your concerns will first aim to establish the facts. In some instances, we may ask to meet you to discuss your concerns.

## **Outcome**

Following our investigation, we will let you know what we have found. We will use your preferred form of communication, such as letter or e-mail, when we contact you. We will explain how and why we came to our conclusions.

If we find that we have done something wrong, we will tell you this, explain what happened, and apologise. If we find a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to prevent it from happening again.

## **Putting things right**

If there is a simple solution to your problem, we may ask you to accept this solution. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than continue to investigate

## **Complaint Management Process**

The process for resolving matters which have not been addressed to your satisfaction within agreed timescales or expectations is set out below:

### **Stage 1 - Making your complaint**

Please set out the details of your complaint in writing (either by letter or email) by contacting **JOANNA KINCH** at:

**Email: [j.kinch@ebenezerproperties.co.uk](mailto:j.kinch@ebenezerproperties.co.uk)**

**Address: Hillcrest. Mold Road, Gwersyllt, Wrexham LL11 4AF**

**Telephone number: 07786923078**

Include as much detail as possible, including dates, names of people you have dealt with, and where you are able to enclose/attach any supporting evidence.

### **Stage 2 - Our acknowledgement**

Your complaint will be acknowledged, and you will receive a response within 3 working days of us receiving it.

### **Stage 3 - Our investigation**

Your complaint will be investigated, and JOANNA KINCH, OWNER & LETTINGS DIRECTOR, will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale: Within 15 working days of receiving your complaint

## Stage 4 - Final Viewpoint

If you remain dissatisfied, you should contact us again. We will conduct a separate review, which will be undertaken by JOANNA KINCH, OWNER & LETTINGS DIRECTOR. This will outline our final viewpoint on the matter.

Timescale: Within 15 working days of receiving your request for a further review.

JOANNA KINCH t/as Ebenezer Properties  
Lettings Director



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