

Lettings Customer Complaints Procedure:

We at James Hayward, are committed to providing you with the highest standard of service. However, there may be an occasion when our service falls short of your expectations, therefore, we have designed the following guidelines to help you make us aware of your dissatisfaction, so we can address your concerns.

1. Raise the Complaint with the Letting Agent

- Submit your complaint *in writing* to the agent's customer service or compliance team @ James Hayward Ltd., 181 Chase Side, Enfield EN2 0PP or by email to: lettings@james-hayward.com
- Please include key details: your tenancy address, dates, the nature of the issue, and what resolution you're seeking.
- James Hayward aims to resolve complaints within 3 working days but may take longer depending on complexity.

2. Internal Review by the Agent

- James Hayward will acknowledge your complaint and investigate it thoroughly.
- You will typically receive a formal written response within 15 working days but if further time is required to investigate your concerns, you will receive a written explanation for the delay.
- If you're unhappy with the outcome, escalate to a senior manager or Director

3. Wait for Final Response or 8 Weeks

- If James Haywardt doesn't resolve the issue within 8 weeks, or you are dissatisfied with their final response, you can escalate externally.
- If James Hayward do not hear from you after the final response, we will assume the matter has been addressed and close our file.

4. Escalate to a Redress Scheme

- Most agents are members of a government-approved redress scheme such as:
 - *The Property Ombudsman (TPO)* – [tpos.co.uk](https://www.tpos.co.uk)
 - *Property Redress Scheme (PRS)*
 - *Ombudsman Services: Property*
- These bodies offer free, impartial dispute resolution and can award compensation if appropriate.

5. Additional Support

- You can also seek advice from *Citizens Advice* or *Shelter* if your complaint involves serious tenancy issues like harassment or illegal eviction.

Tips for a Strong Complaint

- **Be specific:** Include dates, names, and copies of relevant documents.
- **Stay professional:** Keep your tone factual and respectful.
- **Know your rights:** Letting agents must follow the Consumer Protection from Unfair Trading Regulations and the Tenant Fees Act.

Insurance Complaints:

If your concern relates to insurance, these will be dealt with separately, to ensure we comply with the relevant regulatory rules.

Please address any insurance issues in writing to: Customer Relations Department, James Hayward Ltd., 181 Chase Side, Enfield EN2 0PP; alternatively, email: lettings@james-hayward.com

You are also welcome to call the office direct on 020 8367 4000

Your complaint will be fully investigated and regulations allow us up to eight weeks in which to issue a final response but we will aim to respond to you much sooner, subject to the complexity of the matter.

If you are unhappy with our final response, you have the option of referring the matter to the Financial Ombudsman Service (FOS)