

Crown Accommodation Services

INTERNAL COMPLAINTS PROCEDURE



Our aim is to provide a first-class service and do everything we can to ensure you are satisfied. If you feel we have fallen short of this standard and you wish to complain, we ask that you first telephone the person who has been your contact and explain that you are dissatisfied with an aspect of the service you have received.

If you are still unhappy with the way your complaint has been dealt with, then you should set out your complaint in writing to:

LETTINGS MANAGER
CROWN ACCOMMODATION SERVICES LIMITED
4 MARINERS WHARF, GROSVENOR WHARF ROAD
ELLESMERE PORT, CHESHIRE, CH65 4AS

And/or by email at: mail@crowrentals.co.uk

In order to resolve your complaint, we would ask that you include the following information and evidence if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of your expectations
- What you would like us to do to resolve it
- Any specific details that you feel would assist us in resolving your complaint, including, but not limited to:
 - Names of the people you have spoken to in connection with the complaint
 - Time(s) and date(s) of the incidences
 - Telephone numbers and/or email addresses you have used to contact us
 - Any written correspondence in connection with your complaint
 - Any other document(s) in support of your complaint

On receipt of your complaint, we will fully investigate the issue(s) you have raised and respond to you in the following time scales:

1. You will receive an 'acknowledgement of receipt' of your complaint within 3 working days of us receiving it.
2. Within 10 working days of the acknowledgement, you will receive a full response.
3. If we are unable to resolve the matter within the 10 working days, we will provide you with reasons why and provide you with an estimate of when a full response will be received.
4. After our final written response, we may deem the complaint closed. If we deem the matter closed, then we reserve the right not to continue with any further correspondence.

We are members of the PROPERTY REDRESS SCHEME. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the PROPERTY REDRESS SCHEME to ask them to investigate your complaint. In order to take your complaint to the PROPERTY REDRESS SCHEME you must first:

- Have made an official complaint to us in writing
- Have waited 8 weeks for your complaint to have been resolved by us in writing
- Ensure it is still within 12 months of our last communication with you regarding this complaint.

The PROPERTY REDRESS SCHEME is a government approved Redress Scheme who resolve complaints between Members and their customers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The PROPERTY REDRESS SCHEME is free for the complainant to use and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the PROPERTY REDRESS SCHEME directly or alternatively, visit their website and fill out a Complaints Form. You can contact them,

By phone: 0208 275 7131

By website: www.theprs.co.uk

By email: info@theprs.co.uk

By post: The Property Redress Scheme
Premiere House, 1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Crown Accommodation Services Ltd