

## Finefair Ltd - Complaints Procedure

### Not happy with our service?

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Finefair Ltd aims to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this guide will tell you how you can get in touch with us and how we will deal with your complaint or issue.

Finefair has the following formal procedure for the handling of complaints.

#### General Principles

- Department managers will handle all verbal and written complaints, reporting to the Quality Assurance Manager, Ms Jayne Walcott. Following which the Company's Managing Director will deal with the complaint.
- The Quality Assurance Manager is responsible for monitoring all complaints and ensuring that all staff adhere to the response time detailed in this policy.
- Complaints are monitored for emerging patterns, identifying poor performance and future training needs. Issues are then addressed to ensure staff receive appropriate training where necessary.

#### Our Customer Promise

Once we have the full details of your complaint our promise is that we will normally take no more than **48 hours** to acknowledge receipt of your complaint and a further **3 - 5 days** to respond fully to your issue.

There may be occasions e.g. when a more detailed investigation is necessary, when we require additional information from you to complete our assessment of the situation. When that is the case we will allow 10 days for your response. Our Quality Assurance Manager will take overall ownership of any complaint and look to provide all complaints with timely resolutions. At every key step in our complaints process we will give you the opportunity to let us know whether or not you are satisfied with our response.

#### How to make a complaint

If you do want to register a complaint with us you can contact Finefair offices in person, by phone, or you may register a complaint online at [www.finefair.com](http://www.finefair.com). Alternatively you may email us at [info@finefair.com](mailto:info@finefair.com) or simply put your complaint in writing to Quality Assurance Manager, Unit 1, The Point, 420a Eastern Avenue, Gants Hill, IG2 6NQ

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### **Stage 1: Contacting Us**

One of our Department Managers will take the details of your complaint and provide the first response. They will liaise with the Quality Assurance Manager at this early stage and make every effort to investigate and resolve your complaint as soon as practicable. The Department Manager will check if you are satisfied with the reply you have received. If you are unhappy please explain your reasons and the matter will be escalated to Stage 2 where the Quality Assurance Manager will look further at your case. In respect of a service received or a disrepair issue the Quality Assurance Manager will liaise with the necessary departments: lettings, maintenance, admin or finance.

### **Stage 2: Contacting the Quality Assurance Manager**

Our Quality Assurance Manager is fully proficient and has the experience, knowledge and training to deal with your complaint and will endeavour to address and resolve your concerns. If, however, after they have reviewed the Stage 1 investigation and provided you with a further response, you remain dissatisfied, you can ask for your case to be escalated to the Managing Director who will personally review your case.

### **Stage 3 - Review**

The Managing Director, will take a fresh and impartial look at your case. After this review the Managing Director will establish and provide a final response about your complaint. This will take place within 10 days of your complaint having been escalated. The objective for us is to find a mutually satisfactory resolution for your complaint. However, if you are not satisfied after the Managing Director has provided you with a final response then your case can then be referred to The Property Ombudsman.

### **Further information**

If you require independent advice about your rights as a consumer or how to progress a complaint you can contact The Property Ombudsman. You can find details here: <https://www.tpos.co.uk/> or telephone them on 01722 333306.

# COMPLAINTS FORM

Please use this form to tell us about your complaint, so we may help you. If you're not sure about anything – or have any difficulties filling in this form – just phone us on **020 8554 0500**



If you need information in another format (eg Braille, large print etc) or in a different language, or if you have other different needs, please let us know.



You can download this form off our website ([www.finefair.com](http://www.finefair.com)) to complete by hand. Or you can fill it in on screen – then print it off and post it back to us.

## First, please give us your details

... and the details of anyone complaining with you

Surname	title		title	
first name(s)				
occupation (if retired, previous occupation)				
Local authority which placed you in your property, and name/number of housing officer				
address for writing to you (include postcode)				
daytime phone			mobile	
home phone			email	

*if someone is complaining on your behalf (eg a solicitor or relative) please give us their details*

their name	relationship to you		
address for writing to them (include postcode)			
their daytime phone	fax		
their email	ref		

## Details of the person you think is responsible for your complaint

their name

The address of the office they are based in (include postcode)

their phone number


## Summary of your complaint

please briefly describe your complaint

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... and any reference number you have – for example: Your property address, housing officers, dates of any emails sent, numbers etc. (this will save time, and help us put your case together much quicker)

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## Please give us details of your complaint

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**Time limits may apply to your complaint** – so we need to know the following dates


▪ At what date were you dissatisfied with our services which has led to your complaint? day                      month                      year

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▪ If you have complained before this, what date did you do so?

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**accessibility**

 Would you like us to adapt the way we communicate with you, or to make any other adjustment (such as writing to you in a language other than English, using Text Relay etc), in order to meet a specific accessibility or disability need?	*YES <input type="checkbox"/> NO <input type="checkbox"/>
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\* If YES, please give us brief details of how we can help you.

**Finally, please read and sign this declaration**

“ I would like Finefair Ltd to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.

I understand that:

- you will need to handle personal details about me – which could include sensitive information – in order to deal with my complaint effectively;
- you will need to contact others to discuss any points raised in the above application
- you handle complaints differently from the courts – and you usually settle disputes by phoning and writing to the two sides, not by holding hearings in person;
- you may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential. ”

**Sign here**

You need to sign, even if someone else is complaining on your behalf.  
This shows that you have given them your permission to complain for you.  
If you're signing on behalf of a business, please give your job title.

signature	date	
signature	date	

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**make sure you have ...**

- ✓ included everything you want to tell us about your complaint
- ✓ enclosed a copy of any relevant letters
- ✓ enclosed copies of relevant documents

**now please post to ...**

Quality Assurance Manager  
Finefair Ltd  
Unit 1, The Point  
420a Eastern Avenue  
Gants Hill IG2 6NQ

**phone 020 8554 0500**

*for security and training purposes,  
we may monitor or record phone calls*

**fax  
email**

020 8554.3486

info@finefair.com

**website** www.finefair.com

We will use the details you give us on this form to see if we can help you with your complaint, but we may need more information from you. There are rules and restrictions that may apply. If we can't help you, we will always give you the chance to query anything you don't understand or agree with.

## Stage 1

- a) A Finefair Department Manager will take details of the complaint, either by telephone, online or written correspondence and issue complainant with a unique 12 digit reference number
- b) Acknowledgement of complaint within 48 hours
- c) The Department Manager will send full detailed response to complainant within 3 - 5 working days
- d) 10 days allowed for complainant to respond if satisfied with the resolution offered.
- e) If satisfied, close complaint. If unsatisfied with outcome, must acknowledge within 10 days

## Stage 2

- a) If unsatisfied the complainant will be directed to the Quality Assurance (QA) Manager.
- b) QA Manager will review the case and send complainant further detailed response within 10 days.
- c) If satisfied, close complaint. If unsatisfied complainant must respond within 10 days.
- d) QA Manager to escalate complaint to Managing Director.

## Stage 3

- a) Managing director will review complaint along with the resolution offered and provide a full response to complainant within 5 days.
- b) If satisfied, complaint should be closed.
- c) If unsatisfied complainant may escalate complaint to Local Authority, office of fair trading, ombudsman.