

ASHA HOUSE COMPLAINTS PROCEDURE

Verbally or by email:

Any tenant should feel free to speak to us at any time concerning any matter which is of concern to you although if we are unable to resolve the matter on the spot we will request you to email us so we can respond in writing and if any concerns relate to maintenance issues we will ask you to repost them via the maintenance section on the website

If we fail to satisfactorily resolve your complaint we ask you to please email us as follows:

Our details are as follows:

Tony Strickland at enquiries@ashahouse.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 our first class service

- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
 - Names of those you have spoken to in connection with the complaint
 - Time(s) and Date(s) of the incident(s)
 - Any written correspondence in connection with your complaint
 - Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly. The timescales for dealing with a complaint are as follows:

- You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into 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 carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within one year from the last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. 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 to use for the complainant 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. The Property Redress Scheme contact details are as follows:

Web: www.theprs.co.uk

Email: complaints@theprs.co.uk

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

Kind regards