



COMPLAINTS HANDLING POLICY

Complaints Handling Philosophy

Complaints are an unavoidable part of any service industry, and managing customer dissatisfaction effectively is at the core of our values. At Girik Lettings, we are committed to ensuring that our service meets the expectations of our clients. We recognise the value of having a transparent and simple complaints procedure, which aims to:

- ◆ Provide our customers with the standard of service they should rightfully expect
- ◆ Help us learn and improve from any errors made
- ◆ Protect our reputation in the marketplace and support ongoing customer loyalty

This document outlines how we handle complaints and sets out the process we follow, as well as our dedication to reaching a fair and balanced resolution.

Definition of a Complaint

Complaints may arise in a variety of ways and can vary in their level of seriousness. While we recognise that any concern prompting a customer to express dissatisfaction is important, for the purpose of this document and in line with our responsibilities under the Property Redress Scheme (PRS), we define a complaint as one which involves one or more of the following:

- A breach of any Rules or Guidance issued by a Regulatory Authority governing Girik Lettings
- Failure to fulfil a legal obligation
- Negligence resulting in significant loss, inconvenience, or distress
- Misrepresentation, misconduct, or any form of malpractice

Complaints that fall within the above criteria will be managed under our internal complaints handling procedure, which covers the acknowledgement, investigation, and resolution of complaints. This document provides a general overview of that process.

Please note that:

- We are unable to intervene in disputes between landlords and tenants where such matters should be resolved directly; our lettings teams will always aim to assist both parties where possible.
- This formal complaints procedure is not suitable for end-of-tenancy deposit disputes, which are normally handled through the relevant tenancy deposit protection scheme for independent adjudication.

Complaints Handling Procedures

Our Complaints Handling Procedures outline the stages a complaint will go through and set out the response timescales we aim to meet.

Stage One

Initially, we ask that you raise your concerns with the senior member of staff at the office you have been dealing with. We will review the details carefully, investigate the issue, and discuss your concerns directly with you. Our aim is to reach a mutually agreeable resolution as quickly as possible.

If you are not satisfied with the process or the outcome, you may escalate the complaint within the company (see Stage Two below).

Stage Two

If, after our investigation and communication with you, we are unable to resolve the matter, we request that you submit your complaint in writing—either by post or email—providing full details so that we can ensure a complete understanding of the issue.

Your written complaint should be directed to:

Sandeep Sahoo
Director
Girik Lettings Ltd

9 School Close, High Wycombe, HP11 1PH, BUCKS

ssahoo@giriklettings.com

Please ensure that your complaint includes:

- The office and the member(s) of staff you have dealt with
- The service we were instructed to provide
- How you feel we have not met the expected standards
- The outcome or resolution you would ideally like to achieve

We will review your complaint as promptly as possible and will acknowledge receipt within 7 days. We may contact you to request further details or clarification if needed. Our aim is to provide you with a full response within 28 calendar days of receiving your complaint or, if we are unable to do so within that timeframe, to advise you when you can reasonably expect a reply.

Stage Three

If we are unable to agree on how to resolve your complaint within 40 days of receipt, then you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board.

There are different providers for individuals and organizations, and for the particular service your complaint relates to. We will recommend in our Final Response which redress scheme is appropriate.

For Consumer Clients in relation to Residential Estate Agencies, Lettings Agencies or Property Management:

Consumers using the services of our estate agents, letting agents, and property managers, whether buying, selling, renting or letting a property or where property managers are involved acting for the freeholder, leaseholder or resident's management company can be assured that a complaint can be resolved by an independent third party agency who has experience in dealing with consumer complaints.

The Property Redress Scheme (PRS)

The Property Redress Scheme is a free and independent scheme established to resolve complaints about property agents from customers using their services. They have been approved by the Chartered Fair Trading Institute to run a redress scheme.

The Scheme only comes into operation after the complaints procedure operated by us has been completed and a "Final Response" letter issued (or after 8 weeks from the date when the complaint was submitted to Girik Lettings). If you wish to make a complaint to The Property Redress Scheme then it should be made within 12 months.

The address of the scheme is as follows:



Property Redress,
Limelight, 1st Floor,
Elstree Way,
Borehamwood,
Hertfordshire,
WD6 1JH

Telephone: 0333 321 9418

Email: info@propertyredress.co.uk