SIMPLY LETTINGS
Complaints Procedure

1. Purpose and scope

This procedure explains how Envision Corporation t/a Simply Lettings ("we", "us", "the Agency") handles complaints from landlords, tenants, and other clients or members of the public in connection with our lettings agency work and/or property management work in England.

This procedure is provided free of charge to any person wishing to make a complaint about the service they have received from us. A copy is available on request, is published on our website, and is displayed at our office(s).

This procedure meets the requirements of:

- The Enterprise and Regulatory Reform Act 2013 (Part 6) and the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014, which require all letting agents and property managers in England to belong to a government-approved redress scheme and to operate an in-house complaints procedure before a complaint is referred to that scheme;
- The rules and Codes of Practice of The Property Ombudsman (TPO), our redress scheme (see Section 6);
- The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc) Regulations 2019, under which we are a member of Client Money Protect (CMP) (see Section 7);
- Where applicable, the Consumer Protection from Unfair Trading Regulations 2008 and the Consumer Rights Act 2015.

2. Our commitment

We are committed to providing a professional, fair and high-quality service to everyone we deal with. If something goes wrong, we want to know about it so we can put it right and improve our service. We will:

- treat every complaint seriously, fairly, and in confidence;
- acknowledge and investigate complaints promptly and within the timescales set out below;
- keep the complainant informed of progress;
- provide a clear, reasoned written response at each stage;
- not charge for use of this procedure; and
- use complaint outcomes to identify and address recurring issues in our service.

3. Who can complain, and what can be complained about

A complaint may be made by a landlord, tenant, prospective tenant, or any other person directly affected by our lettings agency work or property management work — for example, in relation to marketing, referencing, tenancy agreements, deposit handling, repairs and maintenance, communication, fees, or the general standard of service.

> *Note: Where a complaint is properly a matter between a landlord and tenant, and we have not caused or contributed to it, we may not be the appropriate party to the complaint. We will explain this and, where possible, signpost the complainant to the right route (for example, a deposit dispute resolution service for tenancy deposit disputes).*

4. How to complain

Complaints should be made in writing wherever possible, addressed to:

Karen Hunt – Office Manager

Post: 82 Church Road, Hove, BN3 2EB

Email: karen@simply-lettings.co.uk

Telephone: 01273 729000 *(for guidance only — please confirm any complaint in writing)*

Please provide as much detail as possible, including the property address, the names of any staff involved, the nature of the problem, dates, and what outcome you are seeking. This will help us investigate quickly and effectively.

5. Our internal complaints process — two stages

Stage 1: Investigation

Your complaint will be acknowledged in writing within 3 working days of receipt, confirming who is dealing with it.

It will then be investigated by a senior member of staff who was not directly involved in the matter complained of. We will write to you with our formal response — explaining our findings and, where appropriate, any actions or remedy we propose — within 15 working days of receipt of your complaint.

Stage 2: Review

If you remain dissatisfied with our Stage 1 response, you may ask us, in writing, to review it. This request should be made within a reasonable time of receiving our Stage 1 response.

Your complaint will then be reviewed by a director or senior manager who was not previously involved. We will write to you with our final decision — our "Final Viewpoint Letter" — within 15 working days of receiving your review request, and in any event no later than 8 weeks from your original complaint.

Our Final Viewpoint Letter will confirm that it represents our final position on the matter, and will set out your right to refer the complaint to our independent redress scheme if you remain dissatisfied.

Stage	Action	Timescale
Acknowledgement	Written acknowledgement of a formal complaint, confirming who is handling it	Within 3 working days of receipt
Investigation	Full investigation carried out and formal written response (Stage 1) issued	Within 15 working days of receipt
Internal review	If the complainant remains dissatisfied, a final review is carried out by a senior manager/director not previously involved, and a Final Viewpoint Letter is issued	Within a further 15 working days (and no later than 8 weeks from the original complaint in total)
External redress	If the complaint is not resolved to the complainant's satisfaction, or 8 weeks have passed without a Final Viewpoint Letter, the complainant may refer the matter to our redress scheme	Complaint must usually be referred to the redress scheme within 12 months of our final response

6. Taking your complaint further — independent redress

We are a member of The Property Ombudsman (TPO) scheme and comply with its Codes of Practice. If, after receiving our Final Viewpoint Letter, you remain dissatisfied — or if 8 weeks have passed since you first raised your complaint with us and we have not issued a Final Viewpoint Letter — you are entitled to refer your complaint, free of charge, to TPO:

- **Scheme: The Property Ombudsman (TPO)**
- Address: Milford House, 43–55 Milford Street, Salisbury, Wiltshire, SP1 2BP
- Website: www.tpos.co.uk
- Telephone: 01722 333306
- Email: admin@tpos.co.uk

You must refer your complaint to TPO within 12 months of the date of our Final Viewpoint Letter, and you should include any evidence you wish TPO to consider. TPO will not normally consider a complaint until our in-house complaints procedure has been completed, save where the 8-week timescale above has been exceeded.

TPO is independent of the Agency. It can investigate your complaint against its Codes of Practice and, where it is upheld, can direct us to take corrective action, issue an apology, and/or pay compensation of up to the limit set out in its Terms of Reference. TPO's decision is binding on us but not on you.

> *As required by law, we are a member of a government-approved redress scheme (The Property Ombudsman) for the whole time we carry out lettings agency and/or property management work in England. Our TPO membership number and certificate are displayed at our office(s) and on our website, and are available on request.*

7. Client money protection

Where we hold client money (for example, rent or deposit monies) in connection with our lettings agency or property management work, we are a member of Client Money Protect (CMP), a government-approved Client Money Protection scheme, as required by the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc) Regulations 2019.

If client money held by us is lost, stolen, or otherwise misappropriated, a claim for compensation can be made to Client Money Protect:

- **Scheme: Client Money Protect (CMP), a trading style of CM Protect Ltd**
- Website: www.clientmoneyprotect.co.uk
- Email: auditandcompliance@clientmoneyprotect.co.uk

Our current Client Money Protect membership certificate is displayed at our office(s) and on our website, and a copy is available free of charge on request, together with our membership number. Please note that leasehold management client money, and other money held in relation to leases, is not covered by the Client Money Protection Regulations or by the CMP scheme.

8. Recording, monitoring and learning from complaints

We keep a written record of every complaint we receive, including the date it was made, how it was investigated, the outcome, and any action taken as a result. We review complaint records periodically to identify trends and to improve our policies, training and service standards.

Complaint records are retained for [state period, e.g. 6 years] in line with our data retention policy and handled in accordance with UK GDPR and the Data Protection Act 2018.

9. Vulnerable complainants and accessibility

If you need this procedure, or any correspondence relating to your complaint, in a different format (for example large print, or another language), or if you need support to make your complaint (for example because of a disability), please let us know and we will do what we reasonably can to assist.

10. Review of this procedure

This procedure is reviewed at least annually, and whenever there is a relevant change in law, regulation, or the rules of our redress or client money protection scheme, to ensure it remains accurate and compliant.