



## Procedure for Complaints Handling

At Touchstone, we want you to be fully satisfied with our service. Sometimes things don't go to plan and when something does go wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, the team you usually deal with will try to resolve it that day, so please tell them in the first instance. Should they need some time to look into something, they will explain why and tell you how long it will take. If you're not happy with the response you receive from the team, you can get in touch through our formal complaints procedure below.

Please put your formal complaint in writing, including as much detail as possible.

You can ask someone to help you put your complaint in writing if you wish. If you cannot put your complaint in writing, please contact us so we can document your complaint for you.

When contacting us, please:

- give us your name and contact details;
- tell us what your relationship is to the property;
- quote the full address of the tenancy property, if you have these details;
- let us know what aspect of our service you are complaining about;
- say how you would like us to put matters right.

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

You can get in touch in two different ways – either by post:

Feedback  
Touchstone  
2 Crescent Office Park  
Clarks Way  
Bath  
BA2 2AF

or by email: [feedback@touchstoneresi.co.uk](mailto:feedback@touchstoneresi.co.uk)

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. If your landlord has a different procedure for handling complaints, we will send it to you at this point.
- We will then investigate your complaint. This will normally be dealt with by a manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 10 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a more senior member of staff.
- We will write to you within 10 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd**  
**Milford House**  
**43-55 Milford Street**  
**Salisbury**  
**Wiltshire SP1 2BP**  
**01722 333 306**

[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted to them for their independent review.

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