

# Customer Complaints Policy

Akelius Residential aim to ensure that the process of renting one of our properties is as smooth as possible. We put customer service and better living at the center of what we do.

Most complaints can be dealt with by our front line teams e.g. our Service Centre Agents. They will do their best to resolve the matter quickly, to your satisfaction. If you think your complaint has not been fully resolved or you are unhappy with how we have resolved your complaint then you should write to our Customer Relations Department at the address below or email us using the following address:

[customerrelations@akelius.co.uk](mailto:customerrelations@akelius.co.uk)

For your complaint to be properly registered you must provide us with the following information:

- your full name
- your property address
- your tenancy reference number (it starts with 't')
- your preferred contact details; email, phone number or land address
- details of the complaint along with the names of any of our team you spoke to at the time or whom you have been dealing with.
- documentation or evidence to support your complaint.

If you email us you will receive an acknowledgement within three working days of receipt and if you write to us, we will post you an acknowledgement letter within three working days of receipt.

All complaints are logged and allocated to a Senior Manager who will investigate and review your complaint. We will then write to you by, email or letter no later than fifteen working days of receipt of your complaint. If we need more time to investigate your complaint, we will contact you in writing.

Due to data protection rules and our own commitment to the confidentiality of personal details we can communicate only with named tenant(s) or guarantor whose name appears on the tenancy agreement or their appointed representative upon receipt of written permission.

Once we have responded to your complaint, if you are still dissatisfied with the manner in which your complaint has been handled then you may request a final viewpoint. You will need to write to us outlining why you feel that your complaint has not been satisfactorily resolved. You will receive written confirmation of receipt of your correspondence within three working days, and we will investigate your complaint further and respond to you no later than fifteen working days.

If you remain dissatisfied with how we have handled your complaint you can refer your complaint to The Property Ombudsman. The Property Ombudsman provides an independent service for dealing with unresolved disputes however; they can only consider your complaint after you have completed all stages of Akelius' Complaints Procedure. A referral to The Property Ombudsman must be made within twelve months of receipt of Akelius' final viewpoint.

Further details on The Property Ombudsman can be found below:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

Tel: 01722 333306  
Fax: 01722 332296  
<https://www.tpos.co.uk>