

MBW
lettings
ltd.



COMPLAINTS POLICY & PROCEDURES

MBW Lettings Ltd.

Company Number: 15745139

Registered Address:

10 High Street | Wrexham | LL13 8HP

mbwlettingsltd.co.uk

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MBW Lettings Ltd registered in England and Wales. Company No: 15745139. Registered Office: 10 High Street, Wrexham, LL13 8HP

MBW Lettings Ltd Complaints Policy and Procedure

1. Introduction

At MBW Lettings Ltd we are committed to providing a high standard of service to all our clients. However, we understand that occasionally things may go wrong. When they do we want to hear from you so that we can put them right and improve our services for the future.

The purpose of this policy is to set out how you can raise a complaint, how it will be handled and the standards you can expect from us.

A complaint is any expectations of dissatisfaction about the standards of service by MBW Lettings Ltd.

We ask that, wherever possible clients first raise any concerns with the staff that they have been dealing with. Many issues can be resolved swiftly and informally without the need for a formal complaint.

All complaints are handled in a confidential manner in accordance with data protection regulations. We are committed to treating all complaints seriously and respectfully.

Date of Issue: 01.06.2025

Next review date: 01.06.2026

2. Making the Complaint

If the issue is not resolved informally, clients may submit a formal complaint. Complaints must be submitted in writing (either via email or post) to the Company.

How to Submit a Complaint:

In writing: Email: megan.williams@mbwlettingsltd.co.uk or post to:
FAO: Managing Director, MBW Lettings Ltd, 10 High Street, Wrexham LL13 8HP

Details to Include:

- Full name, contact telephone number, email address and property address
- A clear description of the complaint, including dates, names, and relevant documents (e.g., correspondence, references to contracts, external resources, email correspondence between yourself and/or The Company)

Upon receiving the complaint, MBW Lettings Ltd will acknowledge receipt within five working days, confirming that the complaint is being investigated and if applicable, request further information.

3. Investigation and Response

Once a complaint is formally lodged, MBW Lettings Ltd will investigate the issue thoroughly. The person handling the complaint will typically be a senior member of the team or a manager who was not directly involved in the situation. Complaints will be investigated within 15 working days of the receipt of the formal complaint. If the investigation is likely to take longer than expected, the complainant will be informed with a revised time-frame.

Once the investigation is complete, the complainant will receive a written response outlining:

- A summary of the complaint.
- The findings of the investigation.
- The actions taken to resolve the complaint.
- A clear explanation if no action is being taken.
- Any further steps that may be available to the complainant, if applicable.

4. Escalating your complaint

If you are not satisfied with our response to your complaint you can contact The Property Ombudsman through the following methods:

- Website: visit www.tpos.co.uk for information and guidance on how to proceed
- Phone: Call The Property Ombudsman on 01722 333306.
- Email : Send your complaint via email to admin@tpos.co.uk.
- Post: Write to The Property Ombudsman at the following address: Milford House, 43-55 Milford Street, Salisbury SP1 2BP.

5. Recording and Monitoring Complaints

If you are not satisfied with our response to your complaint you can contact The Property Ombudsman through the following methods:

All complaints will be recorded and monitored to ensure that:

- The nature of complaints is fully understood and trends can be identified.
- Lessons are learned from complaints to improve services.
- Proper follow-up actions are taken for each case. A quarterly review of complaints will be conducted by MBW Lettings Ltd's senior management team to assess the effectiveness of the complaints handling process and implement necessary improvements.
- All complaints will be handled confidentially. Personal data relating to the complaint will only be shared with individuals within MBW Lettings Ltd who need to be involved in resolving the matter. Any information shared with external agencies, such as The Property Ombudsman, will be done in accordance with data protection laws and the company's privacy policy.
- This Complaints Policy and Procedure will be reviewed annually to ensure that it remains compliant with current legislation, regulatory requirements, and industry best practices. Any updates or changes to the policy will be communicated to all staff and made available to clients.