

Complaints Handling Procedure

For Firefly Property Ltd– Property Management Services

This Complaints Handling Procedure outlines how Firefly Property will manage complaints and is applicable to residential lettings, HMO management, commercial lettings, and block management services.

1. Introduction

At Firefly Property Ltd we are committed to providing a high standard of service. However, if you are dissatisfied with any aspect of our services, we encourage you to let us know. This complaints handling procedure outlines how we will address your concerns.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether verbal or written, regarding the standard of service provided by Firefly Property Ltd our employees, or contractors acting on our behalf.

3. Making a Complaint

Step 1: Informal Resolution

We recommend addressing your concerns informally with the relevant member of staff or their line manager. Many complaints can be resolved quickly and effectively at this stage.

If you are not satisfied with the outcome, you may escalate your complaint formally.

Step 2: Formal Complaint Submission

To make a formal complaint, please submit your concerns in writing to:

Tarragon Finn (Director)

Firefly Property Ltd

22 Bath Street

Frome

BA11 1DL

tarragon@fireflyproperty.co.uk

07837832390

Please provide:

- Your full name and contact details.
- Details of the complaint, including relevant dates and parties involved.

- Any supporting documentation.
- The outcome you are seeking.

4. Acknowledging Your Complaint

We will acknowledge receipt of your formal complaint within **three working days**. The acknowledgment will include:

- Confirmation of the complaint details.
- The name and contact details of the person handling your complaint.
- An outline of the next steps.

5. Investigating the Complaint

- A thorough investigation will be conducted by a senior member of staff who was not directly involved in the matter.
- We may request additional information or clarification from you to ensure a comprehensive investigation.

6. Response Timeline

We aim to provide a full written response within **15 working days**. If the investigation requires more time, we will notify you, explain the reason for the delay, and provide an updated timeline.

Our written response will include:

- A summary of your complaint.
- The findings of our internal investigation.
- Any proposed resolution or remedial actions.
- Information on your right to escalate the matter if you remain dissatisfied.

7. Escalating a Complaint

If you are not satisfied with our final response, you may refer your complaint to the relevant independent redress scheme. Details are provided below:

Property Redress Scheme (PRS)

Website: www.theprs.co.uk

Telephone: 0333 321 9418

Please note: Complaints should be escalated within **12 months** of our final response.

8. Record Keeping

All complaints, correspondence, and outcomes are recorded and retained for at least **six years** in compliance with PRS requirements.

9. Monitoring and Review

Firefly Property Ltd regularly reviews complaints to identify trends, improve services, and ensure compliance with all applicable regulations.

10. Confidentiality

All complaints will be handled with the utmost confidentiality and in accordance with the General Data Protection Regulation (GDPR) and our privacy notice, please ask to be sent a copy.

11. Customer Feedback

We value your feedback and use it to improve our services. Please do not hesitate to provide any additional comments or suggestions at any time.

This procedure is reviewed regularly to ensure compliance with industry standards and regulations.

For further assistance, please contact Tarragon directly at 07837832390.