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In-house Company Complaints Procedure

Aroha Properties Ltd aim to provide a professional standard of service to all clients. To ensure that we maintain these standards and treat our clients fairly, we have a two-stage complaint procedure.

We will always strive to investigate your complaint thoroughly and provide a quick and fair resolution. However, if we are unable to satisfy your complaint in-house, you can refer your complaint to The Property Ombudsman for a more detailed investigation.

Clients can register a complaint or compliment by:

**Writing or emailing Aroha Properties at Unit 1, Regents Walk, Newerne Street, Lydney, Gloucestershire GL15 5RF or
chris@arohalettings.co.uk**

Stage 1 – Your Complaint

1. Please attach as much information and supporting evidence as possible, including times, dates and names of any staff that you have had dealings with.

Stage 2 – Our Acknowledgement

2. Once we are receipt of this, we will acknowledge your complaint within 3 working days in writing and a full and prompt investigation will be carried out.

Stage 3 – Our Investigation

Your Complaint will be investigated by a member of staff, and we will provide a formal and written response, addressing your specific complaints and proposing a resolution where appropriate. This will be carried out within 15 working days of your complaint.

Stage 4 – Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review, and this will take place by Mrs Christina Temblett. This will outline our Final Viewpoint on this matter.

Stage 5 – The Property Ombudsman

In event that the final viewpoint letter still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. We will submit our company file to The Property Ombudsman on request. You are also entitled to have your complaint referred to The Property Ombudsman free of charge and your complaint must be referred within 12 months of receiving the final viewpoint letter.

Our Complaints procedure must be followed before our independent redress scheme will consider your complaint. For advice or help making your complaint please call or write to:

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

Website: www.tpos.co.uk Email: admin@tpos.co.uk Tel: 01722 333 306

