



INTERNAL COMPLAINTS PROCEDURE

Regency Residential Limited aims to provide a high standard of service to all our customers, and we hope that you will draw to our attention any areas that may fall short of this standard in order that they can be remedied as required.

However, if you have experienced a problem with our service that you feel has not been rectified by discussing it with the member(s) of staff concerned, we outline below the procedure that should be taken to bring the matter to the more formal notice of the management team.

1. You should inform **Stuart Turner, Director of Regency Residential Limited**, of your complaint, in writing to our office address at **First Floor Offices, 14-15 Montpelier Arcade, Montpelier Street, Cheltenham GL50 1SU**
2. Written acknowledgement of your complaint will be sent within three working days of its receipt, together with an indication of when the investigation will be completed. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
3. If you remain dissatisfied after this investigation, you should refer your complaint, in writing, to **Stuart Turner** to our office address at **First Floor Offices, 14-15 Montpelier Arcade, Montpelier Street, Cheltenham GL50 1SU**
4. If agreement cannot be reached after this further investigation, your complaint can be referred to formal mediation.
5. If your complaint has not been resolved through the above channels within 8 weeks of it being advised in writing to Stuart Turner, you may elect to refer the matter to binding arbitration through **ARLA Propertymark** or **The Property Ombudsman Service** (addresses below).

ARLA Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

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

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 for an independent review.