

Our ref:

142 Main Street, Pembroke, Pembrokeshire, SA71 4HN

Your ref:

Tel: (01646) 621500

Email: info@owenandowen.co.uk

www.owenandowen.co.uk

OWEN & OWEN

Complaints Procedure Policy for Service Users (Excluding Business Customers)

Legislation: Renting Homes (Wales) Act 2016

1. Purpose

This procedure sets out how contract-holders (service users) may raise a complaint regarding the management of their occupation contract or the services provided by Owen & Owen Ltd.

We are committed to providing a professional service and resolving complaints fairly, transparently, and promptly.

2. What is a Complaint?

A complaint is defined as:

An expression of dissatisfaction, whether oral or written, about the standard of service, actions, or lack of action by Owen & Owen Ltd.

This may include (but is not limited to):

- Repairs and maintenance handling
 - Communication failures
 - Delay in providing documentation
 - Handling of deposits
 - Conduct of staff
 - Compliance with statutory obligations
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3. How to Make a Complaint

Complaints may be made:

- In writing (email or letter)
- By telephone
- In person

Contact details:

Owen & Owen Ltd
142 Main Street
Pembroke
SA71 4HN

info@owenandowen.co.uk
01646 621500

Complainants are encouraged to provide:

- Full name and property address
 - Details of the complaint
 - Relevant dates
 - Supporting evidence (if applicable)
 - Desired outcome
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4. Our Complaints Process

Stage 1 – Informal Resolution

Where possible, complaints will be resolved informally.

- We will acknowledge the complaint within **5 working days**.
- We aim to provide a response within **10 working days**.

If the matter cannot be resolved informally, it will move to Stage 2.

Stage 2 – Formal Investigation

The complaint will be reviewed by a senior member of staff not directly involved in the matter (where possible).

- Written acknowledgement within **5 working days**.
 - Full written response within **15 working days**.
 - If further investigation is required, the complainant will be informed of revised timescales.
 - The response will include:
 - Findings
 - Decision
 - Any action to be taken
 - Explanation of next steps
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5. Escalation

If the complainant remains dissatisfied, they may:

- Refer the matter to Rent Smart Wales (where licensing conduct is relevant).
- Seek independent advice (e.g. Citizens Advice or Shelter Cymru).
- Refer the matter to The Property Ombudsman (of which Owen & Owen Ltd is a member).
- Seek legal advice.

This procedure does not affect the contract-holder's statutory rights under the Renting Homes (Wales) Act 2016.

6. Record Keeping

All complaints will be:

- Logged in the Complaints Register
- Recorded with dates and actions taken
- Retained for a minimum of 6 years

Patterns of complaints will be reviewed quarterly to improve service standards.

7. Equality and Accessibility

Complaints can be made in writing or verbally.

Reasonable adjustments will be made where required.

Updated: 27/2/26

Review Date: 27/2/27