



# McDonald Property Rentals complaints guidance

<b>Overview:</b>	<b>This guidance note is to be used to provide assistance to customers of McDonald Property Rentals. Customers include prospective, current and former landlords/ tenants plus any other stakeholder using McDonald services. It is to be read in conjunction with The Regenda Group over-arching Customer Feedback policy which references McDonald Property Rentals Managing Director</b>
<b>Champion:</b>	<b>General Manager</b>
<b>Lead:</b>	<b>14 March 2019</b>
<b>Date:</b>	<b>This guidance only applies to customers of McDonald Property Rentals</b>
<b>Scope:</b>	

## 1. Introduction/ purpose

From time to time, customers of McDonald Property Rentals (MPR) may express their dissatisfaction about some aspect of the service provided. MPR will always give serious consideration to complaints through an informal or formal process. It will deal with complaints promptly, fairly and proportionately and any action it takes as a result of a complaint will be used to improve the quality of the service provided. However, anonymous complaints will be excluded.

## 2. Definitions

MPR – McDonald Property Rentals.

Property Ombudsman – An independent service for customers of a property management business.

## 3. Guidance Note

### **What is a concern or complaint?**

A concern or complaint is defined as an expression of dissatisfaction about the services provided by MPR, the conduct of, actions or lack of actions by a member of staff, unacceptable delay in dealing with a matter or the unreasonable treatment of a customer or other person.

Concerns or complaints relating to any of the following are not covered by these procedures, as separate procedures apply.

- Freedom of Information Access.
- Functions of The Regenda Group.
- Staff grievance.
- Whistle blowing by an employee.

## **Making complaints**

If you have a concern about anything we do, you can tell us by telephone, in person writing or email. Most concerns or complaints will be sorted out quickly either by putting things right or by explaining MPR actions to you. In the first instance, any customer should contact the member of staff involved who will either deal with your issue or pass you onto someone else who is more suitable to help.

If you have already told us about a concern but are not satisfied with how we have responded, you may wish to make a complaint.

## **The complaints procedures**

### **Informal stage**

MPR hopes that concerns and complaints can be resolved informally by contacting the most appropriate member of staff concerned and encourages the complainant to discuss the matters causing them concern. However, if that does not resolve the problem then the matter should be brought to the attention of the Deputy Branch Manager.

The Deputy Branch Manager will then seek to resolve the matter informally and will:

- record the date and details on the informal complaints register,
- record the date when the complaint was acknowledged either in writing face to face, email or telephone
- make enquiries to establish the facts
- seek advice as appropriate
- attempt to resolve the matter informally
- establish whether or not the complainant is satisfied
- advise complainants of the next stages if they wish to proceed to a formal consideration of the complaint
- make a note of the outcome on the informal complaints register.

This stage would normally be expected to be completed in 10 working days. Where the complaint has not been resolved to the satisfaction of the complainant, the Deputy Branch Manager should be informed within five working days that the complainant wishes to proceed to the formal stage.

### **Formal stage**

Where an informal complaint has not been resolved to the satisfaction of the complainant, or the complainant has indicated they wish to go straight to the formal stage, the General Manager will:

- make the complainant aware of the procedure and timescales
- complete a written record of the complaint (this could be completed by the manager, the customer or someone on behalf of the customer) by completing the form attached to this guidance
- formally acknowledge receipt of the complaint in writing within five working days
- if the complaint concerns a member of staff, inform them and provide them with a copy of the complaint
- prepare a report with the result of the investigation and consider actions to be taken
- record the complaint and its outcomes on the formal complaints register
- where it is considered no further action is needed, or the complaint is unsubstantiated, the complainant should be advised in writing. They should also be informed of their right to appeal to The Regenda Group Complaints Appeals panel within 10 working days.

This stage should take no more than 10 working days.

### **Appeals stage**

The Regenda Group Independent Complaints Appeals Panel reviews complaints from its subsidiary areas of operation. Any appeal must be made in writing to The Regenda Group governance officer (MPR will advise the complainant of the contact details). The appeals panel will be convened by the Governance Officer and will involve two directors from The Regenda Group, who will:

- consider the appeal letter from the complainant
- consider the report prepared by MPR
- consider the complaint and the MPR action
- seek advice and support as necessary.

At the end of their consideration, the panel will:

- determine whether to dismiss or uphold the appeal in whole or part
- where upheld, decide on appropriate action
- advise the complainant and MPR Managing Director of its decision
- advise the complainant of any further action they may wish to take if they remain dissatisfied which includes referral to the property ombudsman service <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

The governance officer will arrange for the MPR complaints register to be updated to include a brief summary of the complaint and the complaints appeals panel action.

This stage should take no more than 20 working days.

## **4. Development and implementation**

This guidance has been developed in conjunction with members of staff at The Regenda Group, responsible for championing complaint management.

## **5. Monitoring and reporting**

Complaints will be reported to the Redwing Living Management Team.

## **McDonald Property Rentals complaints form**

Your name:

Address:

Phone / Email

Please give details of your complaint

What action, if any, have you already taken to try and resolve your complaint?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details

Signed /date: