3 Bargoed Terrace
Treharris
CF46 5RB

01443 410646 / 07817412264

First4rentals customer complaints procedure / policy

Introduction
We First4rentals are committed to dealing effectively with any complaints you have about our service. If we have made a mistake we will apologise and try to put things right.
We review complaints regularly. Wherever possible, we will use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided.

How to contact First4rentals
We want it to be simple and convenient for you to raise a complaint, make a comment or pay us a compliment.

To contact us:
Call: 01443 410646
Email: info@first4rentals.co.uk
Write to: 3 Bargoed Terrace, Treharris, CF46 5RB

What can you expect from us when you make a complaint?
If we receive a complaint from you, we will do all that we can to help you and we will try to find a solution to any problems you have brought to our attention. We will ensure that:

Your complaint is acknowledged within 3 working days of the date that it is received

We will aim to resolve the complaint within 15 working days - if your complaint is more complex, we may need more time.

We will let you know within the 15 working day period if we think it may take longer to investigate your complaint and tell you how long we expect it to take, providing regular updates.

We will respect your right to confidentiality and privacy, and we will treat you fairly and in accordance with our commitment to equality.

If you are asking us for a service for the first time e.g., repairs, you should give us a chance to put things right. If you are not happy with our response and you let us know, we will then treat it as a complaint. The person who is investigating your concerns will firstly aim to establish the facts. In some instances we may ask to meet you to discuss your concerns.

Outcome
Following our investigation, we will let you know what we have found and we will use your preferred form of communication, such as letter or e-mail, when we contact you. We will explain how and why we came to our conclusions.

If we find that we have done something wrong, we will tell you this, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

Putting things right
If there is a simple solution to your problem, we may ask you to accept this solution. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than continue to investigate

Staff training
We will make sure that our staff are trained to handle complaints effectively and receive appropriate training in the use of the Complaints Policy.

The Redress Scheme
We are a member of “The Property Ombudsman” .You can contact the Redress Scheme at any time. However, they are unable to deal with a complaint until our complaints process has been completed and we have had a chance to put things right.

The Property Ombudsman
Unit 159756
PO Box 7169, Poole
BH15 9EL
Tel 01722 333306

Yours Truly

Matthew George
First4rentals