MY PLACE PROPERTIES

COMPLAINTS PROCEDURE

My Place Properties is committed to providing a professional, fair and transparent service to our landlords, contract-holders, applicants and other parties with whom we deal.

We recognise that, from time to time, concerns or complaints may arise. We take complaints seriously and will make every reasonable effort to investigate and resolve matters promptly, fairly and professionally. This procedure explains how a complaint can be made, how it will be handled and what further options are available if the complainant remains dissatisfied.

1. What is a Complaint?

A complaint is an expression of dissatisfaction about the service provided by My Place Properties, or about the actions or conduct of a member of our staff, which requires a response or resolution.

Where possible, we encourage concerns to be raised with us at the earliest opportunity, as many issues can be resolved quickly and informally.

2. Informal Resolution

If you are unhappy with any aspect of our service, we encourage you to contact us in the first instance.

We will make reasonable efforts to understand the issue and resolve it without the need for a formal complaint.

Where the matter cannot be resolved informally, or where you wish to make a formal complaint, the procedure below should be followed.

3. Making a Formal Complaint

Formal complaints should be made in writing wherever possible so that there is a clear record of the matters being raised.

Complaints can be submitted by email, letter or delivered to our office and should be marked **Private & Confidential - Formal Complaint**.

Please provide as much information as possible, including:

- Your full name and contact details;
- The address of the property concerned, where applicable;
- Details of your relationship with My Place Properties;
- A clear explanation of your complaint;
- Relevant dates and events;
- Copies of relevant correspondence, photographs or supporting documentation; and
- The outcome or resolution you are seeking, where appropriate.

4. Acknowledgement

We will acknowledge receipt of a formal complaint as soon as reasonably practicable.

Where further information is required to investigate the complaint properly, we may contact you for clarification or supporting documentation.

5. Investigation

Your complaint will be investigated fairly and objectively.

Depending upon the nature of the complaint, our investigation may include reviewing correspondence and property management records; occupation contracts and agency agreements; inventories and inspection reports; repair and maintenance records; photographs and other evidence; contractor records or invoices; and any other information relevant to the complaint.

We may also speak with members of staff, landlords, contract-holders, contractors or other relevant parties where appropriate.

Where reasonably possible, a complaint will be reviewed by someone who was not directly responsible for the matter complained about.

6. Our Response

Following our investigation, we will provide a written response setting out our findings.

Our response will explain, where appropriate, the matters investigated; our findings; whether the complaint has been upheld, partially upheld or not upheld; any action already taken; any further action proposed; and any remedy offered, where appropriate.

We aim to resolve complaints as promptly as reasonably possible. Where a complaint is complex, involves third parties or requires additional information, the investigation may take longer. Where appropriate, we will keep the complainant informed.

7. Remedies

Where we identify that something has gone wrong, we will consider what reasonable and proportionate action should be taken.

Depending upon the circumstances, this may include providing an explanation or clarification; correcting inaccurate information; providing an apology where appropriate; taking action to resolve an outstanding issue; reviewing our procedures; providing additional guidance or training to staff; or taking other reasonable and proportionate action.

8. Repairs, Maintenance and Safety Complaints

Where a complaint concerns repairs, maintenance, safety or the condition of a property, the matter will also be dealt with in accordance with the appropriate repair-reporting and property-management procedures.

Urgent matters affecting health or safety should be reported to My Place Properties immediately and should not be delayed while the formal complaints procedure is followed.

Where responsibility for a repair or other matter rests with the landlord or another third party, we will communicate the matter to the appropriate person and take reasonable steps falling within our role and authority as managing agent.

9. Contractors and Third Parties

Where a complaint concerns a contractor or other third party instructed in connection with a property, we will review the matter and, where appropriate, raise it with the relevant contractor or third party.

My Place Properties will take reasonable steps within the scope of our role as agent but cannot accept responsibility for matters which legally or contractually fall outside our control.

10. Confidentiality and Data Protection

Complaints will be handled with appropriate confidentiality.

Information may be shared with relevant members of staff, landlords, contract-holders, contractors, professional advisers, insurers, regulators or other relevant parties where reasonably necessary to investigate or resolve a complaint, comply with our obligations or establish, exercise or defend legal rights.

Personal information will be handled in accordance with applicable data protection legislation and our Privacy Policy.

11. Unreasonable or Abusive Behaviour

We understand that people making complaints may be frustrated or upset, and we will always endeavour to deal with complainants professionally and respectfully.

However, My Place Properties will not tolerate threatening, abusive, discriminatory, intimidating or harassing behaviour towards members of staff.

We reserve the right to manage the method and frequency of contact where communications become excessively repetitive, unreasonable or disproportionate, while ensuring that any genuine outstanding complaint continues to be dealt with appropriately.

12. Independent Redress - Property Redress Scheme (PRS)

My Place Properties is a member of the **Property Redress Scheme (PRS)**.

If you remain dissatisfied after My Place Properties has considered your formal complaint and issued its final written response, you may be entitled to refer your complaint to the Property Redress Scheme for independent consideration.

A complainant must first give My Place Properties the opportunity to investigate and resolve the complaint through our internal complaints procedure.

Where a final response has been issued and you remain dissatisfied, or where more than **8 weeks** have passed since your formal written complaint without the matter being resolved, you may be eligible to refer the matter to PRS, subject to the Property Redress Scheme's current terms, eligibility requirements and time limits.

Property Redress Scheme (PRS)
Website: www.theprs.co.uk
Telephone: 0333 321 9418
Email: info@theprs.co.uk

Complainants should refer to the PRS website for its current complaint conditions and applicable time limits when submitting a complaint.

13. Rent Smart Wales

My Place Properties is a licensed letting and managing agent in Wales.

Where appropriate, concerns regarding compliance with requirements applicable to landlords or licensed letting and managing agents may also be reported to **Rent Smart Wales**.

The Property Redress Scheme and Rent Smart Wales perform different functions, and the appropriate route will depend upon the nature of the complaint.

14. Record Keeping

My Place Properties will retain appropriate records relating to formal complaints, including the complaint received, relevant correspondence and evidence, details of the investigation, our response, any action or remedy agreed and the final outcome.

Records will be retained securely in accordance with our data protection and document-retention obligations.

Complaints may also be reviewed internally to identify recurring issues and opportunities to improve our services, systems and procedures.

15. Completion of Our Complaints Procedure

Once My Place Properties has completed its investigation and issued its final written response, our internal complaints procedure will be considered complete.

The final response will confirm the outcome of the complaint and, where applicable, provide details of the complainant's right to refer the matter to the **Property Redress Scheme (PRS)**.

Nothing within this Complaints Procedure affects or restricts any statutory or legal rights available to a complainant.

Contact Us

My Place Properties

Formal complaints should be clearly marked: **PRIVATE & CONFIDENTIAL - FORMAL COMPLAINT**

Complaints may be submitted by email, post or delivered to our office using the contact details published by My Place Properties.

Last reviewed: August 2026 | **Next review:** August 2027, or earlier following any relevant legislative, regulatory or procedural change.

Professional • Fair • Transparent