

Comments & Complaints Procedure

Date reviewed: 03/09/2025

The Comments and Complaints Procedure is applicable to all business activities carried out by Ideal Quarters Ltd. Ideal Quarters Ltd aims to consistently comply with all relevant legislation, good practice and industry guidance.

The Comments and Complaints leaflet clearly sets out how Ideal Quarters Ltd manages all written Comments and Complaints. The procedure aims to be easily understandable, user-friendly setting out a clear process for all written comments and complaints.

All Comments/ Compliments will be handled by the line manager. If a reply is requested, it is to be posted to the enquirer within 10 working days.

Definition of complaint: an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents'.

Reports of instances of anti-social behaviour (ASB) experienced by a resident will not be recorded as a complaint but rather dealt with in line with a Ideal Quarters' ASB policy.

However, if a resident expresses dissatisfaction with Ideal Quarters' handling of their reports of ASB or the handling of their ASB case, Ideal Quarters' will raise a complaint and carry out a review of its handling of the ASB case as part of its complaint investigation.

A service request is NOT a complaint, it's a request from a resident to the landlord/ Ideal Quarters requiring action to be taken to put something right. It's a

request that the organisation provides a service or fixes a problem when reported.

Example: A tenant reports "making a complaint" about mice needing treatment. While the word "complaint" is used, the core issue is a pest control service request. Ideal Quarters Ltd regularly review the accessibility of the complaint procedure to ensure barriers preventing access are identified and remedied.

Complaints are part of a two-stage process, as follows:

Complaints Procedure

Stage 1

For Complaint about tenancy: To start with please contact your Property Management Officer or Lettings Support Consultant, who will be able to resolve things in most cases. If necessary they will involve the Branch Manager.

For Complaint about staffs: To start with please contact Branch Manager.

We'll need enough time to investigate thoroughly, but we'll work as fast as we can. We'll acknowledge your complaint within 3 working days and aim to resolve the matter within 15 working days.

Stage 2

If our stage 1's response doesn't work for you (or more than 8 weeks has elapsed since you made your complaint), let us know and we'll escalate it to our directors to give it a second review. We'll tell you who's working on it and how long they'll need to investigate. Within 15 working days, you'll have our final response, including the outcome of your case.

If the Complainant is dissatisfied with the decision reached by the Director, they can follow up the complaint to the additional Stage with a referral to the Housing Ombudsman. At this stage it's probably time to get a third-party involved. The Property Ombudsman is the free, independent service looking after real estate customers. Bring your complaint to them within 12 months of our final response to get their help.

You can contact the Property Ombudsman by emailing admin@tpos.co.uk, calling 01722 333306 or by writing to Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Frequent Asked Questions and Answers:

What channels can I use to raise my complaint to Ideal Quarters?

Complaint can be made through the below channels:

Email: pm@idealquarters.com

Phone: 0208 555 1909

By Post or visit office in person: Office address: 598 Romford Road, London E12 5AF

Website: www.idealquarters.com

Can I use nominated representative to raise and handle my complaint?

Yes, however, you must provide a written consent to allow your nominated representative to act for you – this can either be in writing or it can be a confirmation of the arrangement that is sent to the resident with the option to refute it.

Who is my complaints officer?

Ideal Quarters Ltd | 598 Romford Road, London, E12 5AF | 020 8555 1909 | pm@idealquarters.com

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Registration Number: 04189789 | VAT Registration Number: 918 6868 68

You can raise your complaints to any staffs at the initial stage, your complaints will be assigned to the relevant officer to deal with depends on the nature of your complaints, your complaint will be passed on to relevant person to action on it, and you will be provided with the officer's name and direct contact details.

