

# The Gray House Letting & Property Management Limited Complaints Procedure

## 1. Our Commitment

The Gray House Lettings & Property Management Ltd (“The Gray House”) is committed to providing a high standard of service. We take all complaints seriously and aim to resolve them promptly, fairly, and transparently. 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.

## 2. What is a Complaint?

A complaint is defined as “An expression of dissatisfaction, whether oral or written, from or on behalf of a consumer about the standard of service provided by The Gray House.” This may include complaints from landlords, contract-holders (tenants), applicants, or other stakeholders.

## 3. How to Make a Complaint

All complaints must be made **in writing** and should include full name and contact details, property address, full details of the complaint including dates, names of any members of staff you have dealt with and any supporting evidence. Complaints should be addressed to:

### **Mr Keith Barber (Director)**

The Gray House Lettings & Property Management Ltd  
Birchgrove House  
102–104 Caerphilly Road  
Cardiff  
CF14 4AG

Email: [keith@thegrayhouse.co.uk](mailto:keith@thegrayhouse.co.uk)

Tel: 029 2069 2222

## 4. Stage 1 – Acknowledgement & Initial Investigation

We will acknowledge receipt of your complaint within 3 working days of the date it is received. We will investigate the matter and aim to provide a full written response within 15 working days of receipt - 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. Our response will address the issues raised, provide our findings, confirm any proposed resolution. The person who is investigating your concerns will aim to establish the facts. In some instances we may ask to meet you to discuss your concerns.

## 5. Stage 2 – Internal Review / Escalation

If you remain dissatisfied with the Stage 1 response, you may request an internal review. This request must be made within 15 working days of receiving the Stage 1 response. The matter will be reviewed by a senior member of staff or Director not directly involved in the original complaint (only this is where possible). We will provide a final written response within 15 working days of receiving the escalation request. This response will be considered our Final Viewpoint Letter.

## 6. Final Viewpoint / Deadlock

If we are unable to resolve your complaint, and 8 weeks have passed since your initial complaint, you may refer the matter to The Property Redress Scheme. We will confirm in writing when our internal complaints procedure has been exhausted, or a “deadlock” position has been reached.

## 7. Referral to The Property Redress Scheme (PRS)

If you remain dissatisfied, you may escalate your complaint to **The Property Redress Scheme**. You must wait **8 weeks** from the date of your initial complaint **or** receive our Final Viewpoint Letter and refer the complaint within **12 months** of our final response.

### Contact details:

Web: [www.theprs.co.uk](http://www.theprs.co.uk)

Email: [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

Post: Premiere House, 1st Floor, Elstree Way, Borehamwood WD6 1JH

Tel: 0333 321 9418

**Membership Number:** PRS022329