



## WHEN THINGS NEEDS SORTING OUT

As a member of Propertymark and Unipol, we are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This will help us to improve our standards. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

## HOW TO MAKE A COMPLAINT

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

Please include your name and contact details, the nature of your complaint and any relevant dates, names of any staff involved, and copies of any supporting documents.

For our Hyde Park office:  
Springwell  
6 Blenheim Walk  
Leeds  
LS2 9AQ  
Email: [hpinfo@springwell.co.uk](mailto:hpinfo@springwell.co.uk)

For our Headingley office:  
Springwell  
10A North Lane  
Leeds  
LS6 3HE  
Email: [info@springwell.co.uk](mailto:info@springwell.co.uk)

## WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed. Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

## STILL NOT SATISFIED?

If you are not satisfied with the outcome, you may request a further review. Your complaint will then be escalated to a senior manager or company director who has not been involved in the original investigation. We will provide a final written viewpoint within 15 working days of receiving your escalation request.

## REFERAL TO UNIPOL, THE PROEPRTY REDRESS SCHEME AND PROPERTYMARK

If you are still not satisfied with the outcome, or if eight weeks have passed since you first made your complaint and it has not been resolved, there are further options where you can seek further advice through other external bodies.

### UNIPOL

Unipol is a charity supporting the student community living in Leeds. If you are a student tenant and you feel that you may need more support regarding a complaint, Unipol can provide impartial advice.

Springwell have achieved Golden Owner status with Unipol, and have agreed to follow the Unipol Code. You can download a copy of the Code at: <https://www.unipol.org.uk/the-code/>

If you are a student and you are dissatisfied after our final response to any complaint, or you feel we are in breach of the Code, then you can make a complaint to Unipol at:  
<https://www.unipol.org.uk/the-code/how-to-complain/code-complaint-form/>

### THE PROPERTY REDRESS SCHEME

If you remain dissatisfied after our final response, or if eight weeks have passed since you first made your complaint and it has not been resolved, you can refer your complaint to the independent redress scheme that we are members of (membership number PRS001680):

The Property Redress Scheme, Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, Herts, WD6 1JH  
Website: <https://www.portal.propertyredress.co.uk/complain/>  
Email: [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)  
Tel: 0333 321 9418

You must refer the complaint to them within 6 months of our final response.

### PROPERTYMARK

If having contacted The Property Redress Scheme, you feel they have not resolved your complaint satisfactorily, then you can send your complaint to Propertymark:

Propertymark (Regulation), 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG  
Website: <https://www.propertymark.co.uk/professional-standards/complaints.html>  
Email: [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk)  
Tel: 01926 496 791