

Customer Complaints Procedure

Rentahome is a member of The Property Redress Scheme (PRS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process.

The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Please find below our guidance for making a complaint in relation to:

[Rent a Home Property Management | London | UK | Contact Us \(rentahome-uk.com\)](#)

Residential Lettings & Property Management - making a complaint

We are a member of The Property Ombudsman Service and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers.

In order to ensure that your interests are safeguarded, we have put into place a complaints procedure which we will follow in dealing with your complaint and which is in line with The Property Ombudsman's Code of Practice. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your issues at Branch level or within the Property Management Team.

Stage 1 – Office Manager

All complaints should, in the first instance, be directed to the Manager of the Branch or the Property Management Manager of the Property Management Team you have been dealing with. Your complaint will be acknowledged within 3 working days of

receipt and following a full investigation you will receive a written response within 15 working days.

Stage 2 – Company Director

Should the concerns raised still remain, or if you are dissatisfied with any aspect of our handling of the complaint at Stage 1, you may escalate the complaint by writing to the Lettings Director or Property Management Director at the below address. Alternatively, email the named person whose contact details will be in the final paragraph of your Stage 1 response or the Customer Relations Manager

By Email: Info@rentahome-uk.com

By Post: 54 Stoke Newington High Street, N16 7PB

We will acknowledge your escalated complaint within 3 working days. A full review of the complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of the concerns.

Within 15 working days from receipt of the escalation, the findings and recommendations will set out, in writing, as a ‘final viewpoint’ on how it is believed the complaint can be resolved.

Stage 3 – The Property Ombudsman

After you have received a response from the Customer Relations Manager, you may approach the PRS Property Redress Scheme if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, the PRS Consumer Guide, or online at [Complain Now \(theprs.co.uk\)](https://www.theprs.co.uk). Please note, you must do so within twelve months of the date of the final letter. PRS will not consider your complaint until our internal procedures are exhausted.