

Goodwin Residential Limited – Complaints Procedure

Version: January 2025

Applies to: All clients, landlords, and tenants of Goodwin Residential Limited

Purpose: To ensure any complaint is handled promptly, fairly, and consistently, in line with the Code of Practice of The Property Ombudsman (TPO).

1. What is a complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our service. This may include:

- The conduct or attitude of a member of staff;
- The way an inspection, report, tenancy, or account was managed;
- Allegations of discrimination or failure to follow proper process;
- Any other concern about the services we provide.

2. How to make a complaint

Please put your complaint in writing by email or letter to:

Simon Burton, Director
Goodwin Residential Limited
2-3 St John's Street, Stamford, Lincolnshire PE9 2DA
Email: simon@goodwinproperty.co.uk Tel: 01780 750 000

Please include:

- Your name and contact details;
- The address of the property concerned;
- A clear description of your complaint and the events involved (with dates and supporting documents if available);
- The outcome you are seeking.

3. Stage 1 – Initial response

We will acknowledge receipt of your complaint within three (3) working days. A senior member of staff not directly involved will investigate and provide a written response within fifteen (15) working days of acknowledgement. If a full response cannot be issued within this time, we will confirm the reason for delay and when you can expect a full reply.

4. Stage 2 – Internal escalation

If you remain dissatisfied after receiving our Stage 1 response, you may request that the complaint be reviewed by a senior manager or director who was not involved in the original investigation.

Please write to:

Complaints Escalation
Goodwin Residential Limited
2-3 St John's Street, Stamford, Lincolnshire PE9 2DA
Email: complaints@goodwinproperty.co.uk

Your request will be acknowledged within four (4) working days, and we will issue a final written response within fifteen (15) working days of acknowledgement. If more time is needed, we will update you in writing.

5. Stage 3 – Referral to The Property Ombudsman

If you remain unsatisfied following our final response, you may refer your complaint to our independent redress scheme:

The Property Ombudsman
Milford House, 43-55 Milford Street, Salisbury SP1 2BP
Tel: 01722 333 306 Email: admin@tpos.co.uk
Website: www.tpos.co.uk

You must refer your complaint to TPO within twelve (12) months of our final response. There is no charge to you for using this service.

6. Record-keeping and learning

All complaints and outcomes are recorded to monitor our performance and improve our services. We retain complaint records in line with data protection requirements. No fee is charged for making or investigating a complaint.

Goodwin Residential Limited
Committed to professional standards and the fair resolution of all customer concerns.