



STAR INVESTMENT PROPERTIES COMPLAINTS PROCEDURE

We will consider any complaint that you make, by whatever reasonable means it is received. If we can, we will resolve your complaint to your acknowledged satisfaction as promptly as possible, detailed complaints by the end of five working days.

- A decision we have made
- Any aspect of our work
- A member of our staff providing incorrect information or treating you unprofessionally
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If, however, your complaint requires further investigation we will:

- Formally acknowledge your complaint within 5 working days of receipt of receiving the complaint
- Provide you with a copy of our complaints handling process (**this is the section below**)
- Provide a full complaint Final Response at the earliest opportunity and within 8 weeks
- If we are unable to issue our final response within 8 weeks of you making your complaint, we will write to you to explain that you have the right to refer the matter to (FOS) without our consent being required
- Your complaint will be handled by our appointed complaints handler
- Provide you with information about your rights to refer your complaint to the Financial Ombudsman Service (FOS). You can find more information on their website: www.financial-ombudsman.org.uk or by calling them on 0800 023 4567. You are entitled to ask FOS at any stage to review your complaint and they will approach us for consent to do so.

As a business we would like to be given the opportunity to investigate your complaint fully first but will consider giving consent for FOS to deal with you direct within the first 8 weeks on a case-by-case basis We will deal with your complaint fairly, consistently and promptly.

We will:

- Research and collate any relevant information
- Keep you updated of any requirements needed to resolve your complaint in our Final Response we will:
- Set out our understanding of your complaint
- Explain in plain English the relevant information and circumstances
- Give a clear explanation for any delays in resolving your complaint

- Draw a conclusion and explain our decision
- Pay any redress and take any actions agreed with you
- Explain your FOS referral rights (detailed above)

Our main goal is to create value for our clients however, we do understand there are occasions where we might get it wrong. We learn from these mistakes and as well as resolving the complaints we implement new procedures to prevent future issues. The honesty provided by clients helps us to ensure we are always striving to provide excellent customer care.

Contact:

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Trading Address: Star Lettings & Property Management Ltd, 6 Northernhay Place, Exeter, Devon, EX4 3QJ

CLIENTS COMPLAINTS FORM

Clients Name:

Email address:

Tel no:

Compliant description (including property relation):

