



## Appendix C (Example/Template for a Member Firm's internal Complaint Scheme/Process)

### ***INTERNAL COMPLAINT PROCEDURE – RESIDENTIAL LETTINGS & MANAGEMENT***

#### ***Your Company Logo and Branch Address***

As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.

All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc, and send it to (*insert name, usually the appropriate line manager/initial point of contact*) at the address below.

#### ***Insert address***

The grievance letter will be acknowledged promptly, investigated in accordance with established "in-house" procedures and a reply sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to (*insert name [not the person who was the initial contact above], usually a Director, Principal, Area Manager or Senior Partner*) at:

#### ***Insert address***

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

The Association of Residential Letting Agents  
Arbon House, 6 Tournament Court  
Edgehill Drive, Warwick, CV34 6LG

who will arrange for your complaint to be assessed by a Disciplinary Case Worker in line with the criteria and procedures set out in NFOPP's Disciplinary Procedure Regulations..

