



**INVESTENT**

Property Lettings and Management

**Address:** 88 Whitchurch Road, Cardiff, CF14 3LY

**Phone:** 07883 373475

**Email:** [info@investent.co.uk](mailto:info@investent.co.uk)

**Web:** [www.investent.co.uk](http://www.investent.co.uk)

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## COMPLAINTS POLICY

This document provides guidelines for the resolution and treatment of complaints made by our customers. Each employee is responsible for reviewing the elements of this policy below. Employees must follow this policy when receiving or managing a complaint and must record relevant complaints appropriately.

### 1. POLICY STATEMENT

At Investent Ltd, we believe that if a customer wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is Investent Ltd.'s policy to receive complaints and consider them as an opportunity to learn, adapt, improve and provide a better service.

In addition, a prompt resolution of complaints, in a way that respects and values the person's feedback, can be one of the most important factors in restoring confidence in the service offered by the company. It can also help prevent further escalation of complaints. A responsive, efficient, effective and fair complaint management system can assist an organisation in achieving this.

The purpose of this policy is to ensure that complaints are handled properly and that all customer complaints or comments are taken seriously. Investent Ltd expects staff at all levels to be committed to fair, effective and efficient complaint handling.

### 2. PURPOSE

This policy is intended to ensure that Investent Ltd handles complaints fairly, efficiently and effectively. The company's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and concerns are listened to and acted upon promptly and equitably.

Our complaint management system aims to:

- allow us to respond to questions raised by people who file complaints in a timely and cost-effective manner.
- increase customer confidence in our administrative process; and
- provide information that we can use to improve the quality of our services, personnel and complaint handling.



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This policy provides guidance to our staff and to individuals who wish to file a complaint about the key principles and concepts of our complaint management system.

### 3. SCOPE

This policy applies to all staff receiving or managing complaints made to or about Investent Ltd, regarding our letting and property management services, staff, contractors, facilities, administration or complaint handling.

It applies to all relevant service users, including landlords, prospective tenants and tenants (contract-holders), and to complaints concerning a person or body acting on behalf of Investent Ltd.

### 4. WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction about the products or services offered by Investent Ltd, its staff, contractors or representatives, or about any action or lack of action taken regarding operations, facilities or services provided by Investent Ltd or by a person or body acting on behalf of Investent Ltd.

A formal complaint means a complaint that has not been successfully resolved through the initial complaint management process and which the complainant has chosen to formalise in writing.

An informal complaint means a complaint that has been received by Investent Ltd by telephone, email, post or in person which has not initially been submitted as a formal written complaint.

All non-anonymous complaints will receive an appropriate response.

### 5. COMPLAINT MANAGEMENT SYSTEM

#### a) Oral Complaints

Investent Ltd employees who receive a verbal complaint should try to resolve the issue immediately if possible. If staff cannot resolve the problem immediately, they should offer to refer it to the Complaints Manager for resolution. The Complaints Manager will be the person responsible for dealing with the complaint through the process. Staff and managers should listen carefully to the concerns raised. Any contact with the complainant must be polite, courteous and respectful. At all times, staff and managers must remain calm and professional.



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After discussing the problem, the member of staff or manager handling the complaint should suggest an action plan to resolve the complaint. If this action plan is acceptable, the staff members should clarify the agreement and agree how the result will be communicated to the complainant.

If the proposed action plan is not acceptable, the staff member or manager should ask the complainant to make the complaint in writing to Investent Ltd. The complainant should be provided with a copy of this procedure where requested.

In all situations, details of the complaint should be recorded on the complaint record.

## **b) Written Complaints**

When a complaint is received in writing, it must be forwarded to the Complaints Manager, who must enter it in the Complaint Register and send an acknowledgement within 3 working days of receipt.

If necessary, further clarification should be obtained from the complainant. If the complaint is not made by the customer but on their behalf, appropriate authority from the customer should be obtained where reasonably necessary.

After receiving the complaint, Investent Ltd will explain the complaint process, the expected timescales and realistic expectations to the complainant.

Investent Ltd will begin an investigation promptly and will normally provide a full written response within 15 working days of receiving the complaint. The response will address the specific matters raised and, where appropriate, propose a resolution.

The Complaints Manager must record all relevant information about the complaint and keep the record as simple, factual and accurate as possible.

If the complaint raises potentially serious legal or regulatory concerns, appropriate professional or legal advice may be obtained. Where another formal legal process has commenced which makes continuation of the complaint investigation inappropriate, the complainant will be informed.



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If the issues are too complex for the investigation to be completed within 15 working days, the complainant will be informed of the reason for the delay and given a revised expected timescale.

#### **c) Stage 1 – Making a Complaint**

Complaints should normally be made in writing, either by email or letter, to the Complaints Manager at:

Investent Ltd, 88 Whitchurch Road, Cardiff, CF14 3LY

Email: [info@investent.co.uk](mailto:info@investent.co.uk) , Telephone: 07883373475

The complainant should include as much detail as possible, including relevant dates, names of staff members dealt with, the property address where applicable, and any supporting evidence such as correspondence, photographs, receipts or other documents.

#### **d) Stage 2 – Acknowledgement**

Investent Ltd will acknowledge the complaint within 3 working days of receiving it. The acknowledgement will confirm that the complaint has been received and will explain the next steps where appropriate.

#### **e) Stage 3 – Investigation and Formal Response**

The complaint will be investigated by the Complaints Manager or another appropriate person. The investigation will consider the information supplied by the complainant and relevant records held by Investent Ltd. A formal written response addressing the specific complaints and proposing resolutions where appropriate will normally be provided within 15 working days of receipt.

#### **f) Stage 4 – Final Viewpoint / Review**

If the complainant remains dissatisfied with the response, they may request further review. The review will be undertaken by an appropriate person who was not directly responsible for the original decision where reasonably practicable. Investent Ltd will issue a written final viewpoint within 15 working days of receiving the request for further review.



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### **g) Stage 5 – Independent Redress**

If the final viewpoint does not resolve the matter, or more than 8 weeks have elapsed since the complaint was first made, the complainant may refer the complaint to the independent Property Redress Scheme, of which Investent Ltd is a member, without charge, subject to the scheme's rules and eligibility requirements.

Property Redress Scheme membership number: PRS029906.

A complaint should normally be referred to the redress scheme within 12 months of receiving Investent Ltd.'s final viewpoint letter. The complainant should follow the redress scheme's current requirements and timescales when making a referral.

Nothing in this procedure prevents a person from contacting Rent Smart Wales or another appropriate authority where the matter concerns a possible breach of Rent Smart Wales licence conditions or other regulatory requirements. Rent Smart Wales should normally be approached after the complainant has given Investent Ltd an opportunity to resolve the issue.

### **6. COMPLAINT HANDLING PRINCIPLES**

Complaints will be handled fairly, respectfully and without retaliation.

Investent Ltd will consider complaints objectively and will take reasonable steps to investigate the matters raised.

Personal information will be handled appropriately and shared only where necessary for the investigation, resolution, legal or regulatory requirements, or professional advice.

Where a complaint concerns discrimination, harassment or accessibility, it will be considered in accordance with Investent Ltd's Equality and Diversity Policy and applicable law.

Where a complaint relates to an urgent repair or health and safety issue, the repair or safety matter will be addressed separately and without waiting for the full complaints process where immediate action is required.



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## 7. RECORDING AND REVIEW

Investent Ltd will maintain a Complaint Register and retain appropriate records of complaints, investigations, responses and outcomes. Complaints will be reviewed periodically to identify recurring issues and opportunities to improve services and complaint handling.

This policy will be reviewed at least annually and whenever relevant legislation, Rent Smart Wales requirements, redress arrangements or business procedures change.

|                |                                                                            |
|----------------|----------------------------------------------------------------------------|
| Policy         | Complaints Policy                                                          |
| Company        | Investent Ltd                                                              |
| Effective date | 22 August 2026                                                             |
| Review         | At least annually and following relevant regulatory or legislative changes |

Authorised by:

Signature:



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